

## YMCA Tallebudgera OSHC Fee Schedule

07-573

Session	Full Fee per Child	Casual Fee per Child
Before School Care	\$17.00	\$22.00
After School Care	\$22.00	\$27.00
Vacation Care	\$49.50	\$59.50
Incursion	\$64.50	\$74.50
Excursion	\$74.50	\$84.50

**Permanent Booking** – Is a consistent booking that occurs on a regular basis for the same days each week. If bookings are requested with two weeks' notice or more from the date of attendance, they will be classified and charged at the permanent (full fee) rate.

**Casual Booking** - Is a booking that can be made at any time, casual bookings are subject to availability. If bookings are requested less than two weeks from the date of attendance, they will be classified and charged at the casual rate.

\*Breakfast is provided for Before School Care, Afternoon Tea is provided for After School Care.

\*\*Breakfast, Morning Tea and Afternoon Tea is provided for Vacation Care

### BOOKINGS AND CANCELLATIONS

Bookings, cancellations and any changes in booking requirements are essential and **must** be in writing via the enrolment form, change of booking slip (located at each service), email, text message or Storypark Manage. This is a requirement in order to comply with Child Care Subsidy (CCS) Regulations.

Casual bookings will only be available where and when vacancies occur. If you cancel a casual booked session, the casual fees rate will still be charged for the cancellation.

Advice of a booking cancellation must be received at the service at least 48 hours prior to the booking. If no cancellation is received or cancellation is made after the specified time the session fee will be invoiced. If additional bookings are made, or bookings are cancelled after the weekly invoice has been issued, the following weeks invoice will reflect these changes. Fees are payable for all permanent booked days including sick days as per Australian Government Department of Education guidelines. Fees are not charged for public holidays.

### PAYMENT OF FEES

Invoices will be issued on a Monday and will include 1 week in advance. CCS will not be applied until the parent confirms the child's attendance and the current booking pattern on their **MyGov** account. Until parents confirm these attendance details, they will be required to pay **FULL FEES**.

Families must provide an email address for invoices to be sent. If an email address has not been provided a hard copy will be made available at the service. If families do not receive an invoice, it is the parents/guardians responsibility to inform the service staff.

Non-receipt of invoice will not be accepted as a reason for non-payment of an account.

Full payment of the invoice is required by close of business Friday. This can be by Direct Debit (Third party direct debit company), B-payment or Pay Now option in family app.

### PAYMENT OPTIONS

**Direct Debit:** We request that parents/guardians utilise Quick Pay for the payment of fees. Direct debit payments are scheduled to be deducted every Thursday.

**Monthly transactions will not be accepted.**

Direct Debit will withdraw the amount of fees owing on the account on the issued invoice – any amendments will be adjusted in the following week's invoice. Direct Debit payments can be suspended if sufficient time and reason is given but please ensure you contact your service coordinator with your instructions. It is important that you ensure funds are available on a Thursday at the time of processing the transaction or additional charges and dishonour fees will be applied by Quick Pay for any failed transactions. It is a condition of utilising direct debit that you agree to pay any additional fees incurred.

If transactions are dishonoured for 3 instances in a row, account holders will be notified, bookings will be cancelled and the family's account suspended.

Alternatively, accounts can be paid using B-Pay, with Biller Code and unique reference number for your account located on the first page of your invoice or by utilising the "Pay Now" option in the family app. Please note: these payments can take up to three days to appear on your account.

### OVERDUE ACCOUNTS

As a non-profit organisation YMCA OSHC services rely on prompt payment of fees to ensure they remain viable, pay staff and run our many other assistance programs in wider the community.

Accounts are due by Close of Business Friday.

Accounts remaining unpaid and are 21 days in arrears will receive a notice of suspension. Once an account is suspended further bookings will be not be possible until the account is paid in full.

If accounts become in arrears whilst paying by B-Pay, or the Pay Now option, families will be required to use direct debit, and if accounts remain unpaid for two consecutive transactions, bookings will be automatically suspended and continuing enrolment reviewed. Any accounts remaining unpaid will be forwarded to the debt collectors with further fees and charges added and no further bookings will be possible.

YMCA Management acknowledge that from time to time families may experience financial hardship. It is imperative that any families experiencing financial hardship make contact with the service Coordinator to arrange a confidential meeting to discuss their individual circumstances.

## CHILD CARE SUBSIDY –CCS

In order to be eligible for CCS, families must complete their eligibility requirement through their **MyGov** account. The person who is claiming CCS must confirm the enrolment on their MyGov account if they agree the details are correct. Families can dispute the details of the enrolment if they believe they do not reflect the agreed arrangement with their provider, or reject the enrolment if the child is not enrolled at the service.

CCS may be reclaimed by Centrelink at any point of your enrolment for the current financial year from a provider. If this occurs parents are liable for payment of full fees and any debts incurred. All CCS Enrolments will be submitted as a CWA, unless another enrolment type is discussed with the service Coordinator. The CCS Enrolment types available are:

**Complying Written Arrangement CWA** – this arrangement applies to families wanting to claim CCS and applies to the majority of families.

**Relevant Arrangement RA** - this arrangement applies to families who never want to claim CCS.

**Arrangement with a third party AO** – this is an arrangement made with the family for a third party to be made liable to pay child care fees.

**Child well-being (ACCS/PEA)** – this enrolment type is relevant for children who do not have an identifiable CRN holder/Guardian and are under Additional Child Care Subsidy

A permanent booking arrangement is the same days required weekly or fortnightly. Casual sessions are whenever the parent wants to book a session of care. Parents are encouraged to indicate both a permanent and casual booking arrangement otherwise if casual care is required on a day outside of their routine care arrangements indicated on the enrolment form CCS will not be applied to that day.

## CEASED CCS ENROLMENTS 14 week rule

Under the CCS system if a child does not attend a session of care at the service for a period of fourteen continuous weeks, Centrelink automatically ceases their CCS enrolment.

When an enrolment is ceased and if the child was marked as absent for their last sessions of care at a service, CCS is not payable for these absences and Centrelink will recover any CCS paid for these days from the service. The service will then need to recover any outstanding money from the family.

When or if your child returns to care after fourteen week's you will need to re-establish in writing your care requirements with the service coordinator. The service will then submit a new CCS enrolment for your child.

You must then approve these changes through your MyGov account. Child Care Subsidy is also not paid for absences submitted before the child's first physical day of attendance at the service under a new enrolment.

If CCS is paid for any of these days and at a later date is recovered by Centrelink we will require the account holder to pay any short fall in fees.

## 42 ALLOWABLE ABSENCES – as per Family Assistance Law

The CCS portion of fees will still be paid by Centrelink for up to 42 absence days **per child (not each claimant)**, per financial year, and can be taken for any reason. Service fees still apply to absences unless cancellation advised in required time. If children, their siblings or a parent is sick and can supply a doctors certificate to cover the absent days, these day will then be classified as "Additional Absences" and will not be counted towards the 42 days.

**Once a child's 42 initial absence days have been exhausted, CCS will not be paid and full fees will apply.**

The CCS portion of fees will still be paid by Centrelink for up to 42 absence days **per child (not each CRN Holder)**, per financial year, and can be taken for any reason. Service fees still apply to absences unless cancellation advised in required time. Once 42 absence days have occurred in a financial year, Child Care Subsidy can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law. These reasons are:

- The child, the individual who cares for the child, the individual's partner or another person with whom the child lives with is ill and the service has been given a medical certificate by a medical practitioner.
- The child is attending preschool.
- Alternative arrangements have been made on a pupil-free day.
- The child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child.
- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child.
- The service is closed as a direct result of a period of local emergency.
- The child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards.
- The individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.