



YMCA OF BRISBANE OUTSIDE SCHOOL HOURS CARE

YMCA OSHC Fee Schedule 07-573

Session	Full Fee Per Child
Before School Care*	\$15.50
After School Care*	\$20.50
Vacation Care**	\$47.50
Incursion	\$57.50
Excursion	\$67.50

*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 and cancellations are essential. Casual bookings will only be available where and when vacancies occur. If cancellations occur when booking as a casual, fees will still be charged. Advice of a booking cancellation must be received at the service by Friday 6.00pm of the week prior. If no cancellation is received or cancellation made after the specified time the session fee will be invoiced. Fees are payable for all booked days including sick days as per Australian Government Department of Social Services (DSS) guidelines. Fees are not charged for public holidays.

LATE PICK UP FEES

If the service is not advised that a parent/guardian will be late, collection of children between 6:00-6:15pm will incur a \$15.00 late pick up fee per family. After 6.15pm \$1.00 per minute per family will be charged. If late fees are incurred on three occasions within a term the family's ongoing enrolment will be reviewed and cancellation of enrolment may occur.

REGISTRATION FEE

A non-refundable \$25.00 registration fee per family is payable each calendar year with each enrolment (including Vacation Care only enrolments) and annually thereafter.

PAYMENT OF FEES

Families are strongly encouraged to provide an email address. Accounts are issued weekly on a Monday and emailed to the nominated email address, or if no nominated email address has been provided a hard copy will be made available at the service. If families do not receive an account it is the parents/guardians responsibility to inform the service staff.

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

Family accounts will include fees for care for the current week to Friday and have an estimate of the Child Care Benefit (CCB); this estimate is seen as a bold, underlined entry under the CCB column on the statement. Once the CCB is reconciled the bold, underline will be removed. There may be small changes from week to week once information regarding attendances of other siblings, CCB percentage changes and Child Care Rebate (CCR) contributions have been reconciled with the Department of Social Services (DSS) and these changes may alter the account slightly. These changes are beyond our control. If there is an outstanding amount the due date will be clearly indicated on the account.

PAYMENT OPTIONS

Ezi Debit: We request that parents/guardians utilise Ezidebit for the payment of fees. All families new to the service will be provided with an Ezi Debit registration form for completion. It is requested that this form be completed and handed to the Coordinator when enrolling. Ezi Debit payments are withdrawn from family accounts on a **Thursday** only at a frequency nominated by the family – weekly or fortnightly. Monthly transactions are not accepted. Ezi Debit only withdraws the amount of fees owing on the account to the end of the week. Ezi Debit payments can be suspended if sufficient time and reason is given.

Any Ezi Debit transactions that are declined due to insufficient funds or any other reason within the customers control will be covered by the standard overdue account policy. Parents/Guardians must be aware of what date their Ezi Debit transaction will occur and ensure that funds are available. In the third instance of an Ezi Debit payment being dishonoured bookings will be cancelled and the family account suspended.

If there are concerns signing up with Ezi Debit, please see the Service Coordinator to arrange alternate payment options.

Please note: YMCA OSHC services do not accept Centrepay (via Centrelink) as an option of paying fees

OVERDUE ACCOUNTS

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

Accounts are charged every Monday for that week and are due in full by Friday. On Monday if funds are owing from the previous week the service coordinator will contact the family and email a formal letter and statement to the family requesting the account be brought up to date.

For accounts more than 14 days overdue families will be required to register for and use Ezi Debit if enrolment is to continue. If fees are overdue by more than 14 days and payment is not received within 7 days following formal notice, family enrolment will be suspended and no attendance will be possible until the account is paid in full.

It is preferred that families pay their accounts weekly. Families wishing to pay their account fortnightly should discuss the reasons for this with the service Coordinator.

If a family continually falls in arrears and does not comply with the fee policy their account will be referred to OSHC management for discussion and consideration of remedial action.

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.

The services we provide at the YMCA are a basis of a not-for – profit program. We rely on prompt payment of fees to maintain effective and efficient operations

APPROVED AND ADDITIONAL ABSENCES – as by The Family Assistance Law requirements

Absence from the service will be charged in accordance with the Australian Government Department of Education; Child Care Service Handbook. Each child attending an Outside School Hours Care service is allowed an initial 42 allowable absences from care per financial year where Centrelink will still pay the CCB portion of fees. After the initial 42 absence days have been used, CCB and CCR can only be paid for **additional absences** in specified circumstances and supporting evidence is required (e.g. Dr's Certificate).

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used. Cumulative absence totals are noted on family fee statements as well as being available to parents online via the Centrelink website.

ABSENCES AT THE START AND END OF CARE – as by The Family Assistance Law requirements

Under Family Assistance Law, CCB will not be paid for absences where fees are charged to reserve a place for your child at a service and CCB will not be paid for absences once a child has ceased care.

This means that if you make a booking for your child to attend for their first ever attendance at the service and for some reason your child does not attend, CCB cannot be claimed for that booking and full fees will be charged.

Alternatively if you have advised that your child will leave the service on a particular day, but the child does not attend on their last days, CCB cannot be claimed for these days and full fees will be charged.