



YMCA OF BRISBANE OUTSIDE SCHOOL HOURS CARE

YMCA OSHC Fee Schedule 07-573

Session	Full Fee per Child
Before School Care*	\$18.00
After School Care*	\$23.30
Vacation Care**	\$53.00
Incursion	\$68.00
Excursion	\$78.00
Late collection Fee	\$15.00 + \$1 per minute after 6:15pm <i>(If late collection occurs on three occasions within a term the family's ongoing enrolment will be reviewed and cancellation of enrolment may occur.)</i>

*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 and must be in writing either using a booking slip, my family lounge app or an email. 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 permanent booked days including sick days as per Australian Government Department of Education guidelines. Fees are not charged for public holidays.

LATE PICK UP

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 \$35.00 registration fee per family is payable each calendar year with each enrolment (including Vacation Care only enrolments) and annually thereafter.

PAYMENT OF FEES

Accounts are charged on the Monday for the current week plus the one week in advance based on your booking pattern and full payment for the full fortnight is required by the Friday of the current week. Families must provide an email address. Accounts are issued fortnightly 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.

Family accounts will include fees for care for the current fortnight, to keep in line with the government payment fortnight. CCS will not be applied to the account until the parent confirmed their child's attendance at the service and the current booking pattern.

If account is not paid by that Friday, families will be sent an email reminder advising bookings will be suspended unless account paid.

If accounts become in arrears whilst paying by B-Pay, the family will be required to use Debit Success and if accounts remain unpaid bookings **will be suspended** and enrolment will be reviewed. If the account remains unpaid it is forwarded to the debt collectors and **no further bookings will be possible**

YMCA OSHC services do not accept Centrepay (via Centrelink) as an option of paying fees. Non receipt of statement will not be accepted as a reason for non-payment of an account. We do not accept Monthly payments

Until parents confirm attendance details on their MyGov account they will be paying **FULL FEES**

PAYMENT OPTIONS

Debit Success: We request that parents/guardians utilise Debit Success for the payment of fees. All families new to the service will be provided with a Debit Success registration form for completion. It is requested that this form be completed and handed to the Coordinator when enrolling. Debit Success 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. Debit Success only withdraws the amount of fees owing on the account to the end of the relevant billing period. Debit Success payments can be suspended if sufficient time and reason is given.

Any Debit Success 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 Debit Success transaction will occur and ensure that funds are available. In the third instance of a Debit Success payment being dishonoured bookings will be cancelled and the family account suspended.

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

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 the fortnight with the full fortnights fees are due by the Friday of the 1st week. If payment not received by the Friday, on the Monday of the 2nd 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.

If accounts remain unpaid by the end of the billing fortnight bookings will be suspended.

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

CHILD CARE SUBSIDY –CCS- for eligible families

CCS is a subsidy paid directly to the service to pass on to families as a fee reduction when families access care. In order to be eligible for CCS families must complete their eligibility requirement through their MyGov account. The family receives a notice from Centrelink requesting them to review and check the enrolment details. The person who is claiming Child Care Subsidy must confirm the enrolment if they agree the details are correct, 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. This can be done through the provider and parents are liable for payment of any debts incurred.

CEASED CCS ENROLMENTS

CENTRELINK will automatically end your CCS enrolment if your child does not attend care for eight continuous weeks.

This is automatically processed by Centrelink and relates to your CCS enrolment. When your child returns to care at the service after an eight week period of non-attendance **YOU** will need to re-establish the care arrangement you require at

the service. The service we will then submit a new enrolment notice to Centrelink. This new enrolment will then need to be approved through your MyGov account

Every time your child does not attend care for a period of eight weeks this process will occur.

42 ALLOWABLE ABSENCES – as by The Family Assistance Law requirements

Families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling if a medical certificate is supplied).

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

Under the Child Care Subsidy, when a child does not attend care on a day they are scheduled to attend, providers are able to claim an absence for the child up to 42 times in a financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family hasn't already reached their fortnightly entitlement of subsidised hours based on their activity test result).

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

CCS is not paid for absences recorded before the first physical attendance under a new enrolment. Absences submitted after the last physical attendance of a child may be paid, however, these amounts will be recovered automatically **BY CENTRELINK** if the child does not attend another session of care before the enrolment ceases.

This will occur after a period of eight weeks non- attendance and the parent will then be required to pay any outstanding fee amount.