

# EARLY LEARNING SERVICE

You'll love how they grow



## YMCA Sunshine Coast University Hospital Early Learning Service Fee Schedule Financial Year 2024 - 2025

Session	Room	Fee Per Child
9 hour, 10 hour & 12 hour Sessions	Nursery/Toddler	\$134
	Junior Kindy	\$130
	Pre Kindy/Kindy	\$128
Late collection Fee	\$15.00 within first 15mins & \$1.00 per minute after initial 15mins. (If late collection occurs on three occasions within a term the family's ongoing enrolment will be reviewed and cancellation of enrolment may occur)	

Morning Tea, Lunch and Afternoon Tea are provided. Nappies are also provided.

### 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 My Family Lounge. 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.

Fees are payable for all permanent booked days including sick days as per Australian Government Department of Education guideline. Fees are charged for public holidays.

### PAYMENT OF FEES

Accounts are charged on a Monday for the fortnight, which is the current week (Week 1) plus one week in advance (Week 2) based on your booking pattern. (Fortnights are in line with the government payment cycle.) CCS will not be applied to the account until the parent confirms on their myGov account the child's attendance at the service and their current booking pattern requested on their enrolment form.

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

Families must provide an email address for fortnightly accounts 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 account it is the parents/guardian's responsibility to inform the service staff. Non-receipt of

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

Full payment of the fortnight is required by Friday of Week 1. This can be by Debitsuccess (Third party direct debit company), or B payment. Casual bookings made after the Monday of Week 1 or Week 2, families will be sent a statement once booking is confirmed. Payment is required by the Friday of that week.

### PAYMENT OPTIONS

**Debitsuccess:** We request that parents/guardians utilise Debitsuccess for the payment of fees. All families new to the service will register for Debitsuccess directly through the My Family Lounge website. Debitsuccess payments are scheduled to be deducted on a Thursday **only** at a frequency nominated by you at the time of completion of the direct debit form.

### Monthly transactions will not be accepted.

Debitsuccess only withdraws the amount of fees owing on the account to the end of the relevant billing period. Debitsuccess 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 upon signing into the agreement with Debitsuccess you ensure funds are available on a Thursday at the time of processing the transaction or additional charges and dishonor fees will be applied by Debitsuccess for any failed transactions. It is a condition of utilising direct debit that you agree to pay any additional fees incurred.

If transactions are dishonored 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 numbers for your account located on the first page of families' statements. B payments can take up to three days to appear on your statement.

## OVERDUE ACCOUNTS

As a non-profit organisation YMCA 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.

As mentioned previously, accounts are required to be paid in full by Friday of Week 1 of the current billing fortnight. Accounts not paid by Friday of Week 1, families will be sent a fee reminder on Monday of Week 2 advising money is owing and payment required immediately.

Accounts remaining unpaid by Friday of Week 2 will receive a notice of suspension advising suspension of account if payment not received by close of business the following Wednesday. Once account is suspended further bookings will be not be possible until account paid in full.

If accounts become in arrears whilst paying by B-Pay, families will be required to use Debitsuccess and if accounts remain unpaid for two consecutive transactions bookings will be automatically suspended and continuing enrolment reviewed.

Any account 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. On our enrolment form parents **MUST** complete details as to the care arrangement they require and can be one of the four listed:

**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** – this is if a child identifies as being at risk of abuse or neglect. On our enrolment form you must also indicate the type of bookings required.

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 (including all Public Holidays, Show day, requested and approved Holiday discount rate days). 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.**