



YMCA OF BRISBANE OUTSIDE SCHOOL HOURS CARE

YMCA OSHC Fee Schedule 07-573

Session	Full Fee Per Child
Before School Care*	\$17.00
After School Care*	\$22.00
Vacation Care**	\$50.00
Incursion	\$60.00
Excursion	\$70.00

*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 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 \$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.

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 Ezidebit.

If accounts remain unpaid bookings will be suspended and enrolment will be reviewed

After an account has been forwarded to the debt collectors **no further bookings will be possible**

We do not accept Monthly payments

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.

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 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.

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

PAYMENT OPTIONS

Ezi Debit: We request that parents/guardians utilise Ezi Debit 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 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

42 ALLOWABLE 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 the CCS portion of fees can be applied. After the initial 42 absence days have been used, CCS 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

CCS will not be paid for absences where fees are charged to reserve a place for your child at a service and CCS 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, CCS 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, CCS cannot be claimed for these days and **full fees** will be charged.