



YMCA St Pauls OSHC Booking Form

To attend our Holiday Club, simply return this Booking Form (and Enrolment Form if not previously enrolled) and the YMCA OSHC team will confirm your care requirements.

Please complete this section

Your Children/s Name:

- 1.
- 2.
- 3.
- 4.

Contact phone number:

Parent /guardian name:

Signed:

Date:

Select which days your family would love to attend here

WEEK 1	TYPE	ACTIVITY
<input type="checkbox"/> Mon, 19 Sep	Service Day	Let's Get Crafty
<input type="checkbox"/> Tues, 20 Sep	Service Day	Giant Day
<input type="checkbox"/> Wed, 21 Sep	Incursion Day	McDonald's Picnic Lunch
<input type="checkbox"/> Thurs, 22 Sep	Excursion Day	Inflatable World
<input type="checkbox"/> Fri, 23 Sep	Service Day	Cowboys

WEEK 2	TYPE	ACTIVITY
<input type="checkbox"/> Mon, 26 Sep	Service Day	Back to the Future
<input type="checkbox"/> Tues, 27 Sep	Incursion Day	Kite Making & Flying
<input type="checkbox"/> Wed, 28 Sep	Excursion Day	We Play & Electrical Car Ride
<input type="checkbox"/> Thurs, 29 Sep	Service Day	Willy Wonka's Marvellous Creations
<input type="checkbox"/> Fri, 30 Sep	Service Day	Environment Day

Fee structure + Child Care Benefit

\$45.95 per child per Service Day

\$55.95 per child per Incursion Day

\$65.95 per child per Excursion Day

BUT that's before any Child Care Benefit discounts are applied.

Some families pay as little as \$2 per day.

To ensure the maximum amount of fee reduction is applied families are required to provide dates of birth and Customer Reference Numbers of each child and parents/guardians.

Office use only

Received:

Confirmed:

Please see our actioned packed Holiday Club Flyer for information, or contact any one of our YMCA OSHC services to have your remaining Holiday Club questions answered.



BOOKINGS AND CANCELLATIONS

Bookings and cancellations are essential. Casual bookings will only be available where and when vacancies occur. 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 \$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

Casual attendance *must* be paid for on the day of usage via BPay or Ezi Debit. An account will be issued to you on the day.

Accounts are issued weekly on a Monday. Accounts will be emailed, or if no nominated email address has been provided, will be made available in hardcopy at the service. Families are strongly encouraged to provide an email address. It is the responsibility of the parent/guardian to ensure that the account email is opened or hardcopy statement collected. 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 CCB (Child Care Benefit); 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 CCTR (Child Care Tax Rebate) contributions have been reconciled with the DSS and these changes may alter the account slightly. These changes are beyond our control. It is a requirement of DSS that a statement of account is provided to all customers for all sessions of care so families may at times receive a statement where nothing is owing or shows a credit. If there is an outstanding amount the due date will be clearly indicated on the account.

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.

PAYMENT OPTIONS

Ezi Debit (this is our preferred option): We request that parents/guardians make arrangements to utilise this method. 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 at a frequency nominated by the family - weekly, fortnightly or monthly. 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.

BPay: All required details for payment by BPay are located on service statements. BPay payments must be made by the end of the week the account is issued. The due date is indicated on the account. Receipts are issued with payment by bank/financial institution.

Cheque/Money Order (This is the least preferred option): can be mailed to YMCA OSHC, Level 1, 240 South Pine Rd, Enoggera, Q, 4051

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 post 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 or monthly should discuss the reasons for this with the service Coordinator.

Strict conditions apply. If an account has been sent to debt collection and a family wishes to return to care, all outstanding fees must be paid including any administrative charges and the family **MUST** sign up for Ezidebit with fees being paid weekly. If fees remain unpaid by Friday **all bookings will be cancelled.**

APPROVED AND ADDITIONAL ABSENCES

Absence from the service will be charged in accordance with the Australian Government Australian Government Department of Social Services Child Care Service Handbook. Each child is allowed 42 absences, including public holidays, per financial year. One Before School Care session = one absence, one After School Care session = one absence, one Before and After School session on the same day = one absence. These days do not require supporting documentation. Additional absences may have Child Care Benefit (CCB) paid for if supporting documentation is provided that indicates:

- An illness (with medical certificate);
- An outbreak of infectious disease when the child is not immunised;
- Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate);
- A temporary closure of a school or pupil free day;
- A period of local emergency; or
- Exceptional circumstances.

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

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.