



We build strong **PEOPLE**  
strong **FAMILIES** strong **COMMUNITIES**

# POLICY SHEET

## YMCA Vacation Care Program Prep - 15 years

*Monday 18<sup>th</sup> September 2017 – Friday 29<sup>th</sup> September 2017*

### BOOKINGS POLICY

Advance bookings are essential. If your child is not booked in, a vacancy will not necessarily be available. We recommend booking in ASAP to avoid disappointment. Enquiries about your child's booking can be made by phoning YMCA Jamboree Heights on 3376 4266.

**CENTRE HOURS:** 7:00am to 6:00pm    **COST PER DAY:** \$45.00 per child plus incursion and excursion costs

### CLAIMING CHILDCARE BENEFIT POLICY

Childcare Benefit is available. Contact your **Family Assistance Office** on **13 61 50** or our Coordinator for details.

Please note, to access your Rebate information we require the **REGISTERED PARENTS CUSTOMER REFERENCE NUMBER** and each **CHILD'S CUSTOMER REFERENCE NUMBER** and **DATES OF BIRTH** for both you and your children. If this information is not provided on your booking form you will be charged **FULL FEES**.

**\*\*CCB** is an **estimate only**. Changes to your account may occur once information is reconciled with DEEWR and Centrelink and this is beyond our control at YMCA.

Statements are emailed, or if no nominated email address has been provided, will be made available at the service. Non receipt of statement will not be accepted as a reason for non-payment of an account.

### VACATION CARE PAYMENT OF FEES POLICY

Accounts will be issued on a weekly basis. **Payment must be received Friday of each week. If payment is not received by the following Friday 6pm after the week's care you will automatically incur a \$15.00 late fee and care for the following week will be DECLINED until the account has been settled.** If your child is only attending a single day within the vacation care period, then payment is due on the actual day of care. **If payment is not received within 2 weeks after the end of vacation care you will incur a \$100.00 administration fee and the account will be forwarded to debt collection on the following Monday, as per YMCA Policy.** Accounts are to be collected and paid by Parents or Guardians only. Correct money, credit card or eftpos may be paid at the YMCA Jamboree Heights reception desk. All credit card payments will be processed every Thursday within the week that your child attends care.

**B-Pay** is also available, the reference number and customer number is provided on your fee reminder notice.

### CANCELLATION FEES & NOTIFICATION POLICY

*DUE TO THE COMPLEX NATURE OF CCB FUNDING, DAILY PRICE DIFFERENCES DUE TO PROGRAMMING REQUIREMENTS AND COUPLED WITH STAFFING RATIO'S, PARENTS ARE REQUIRED TO GIVE A MINIMUM OF ONE (1) WEEKS NOTICE FOR ANY CANCELLATIONS OR 48 HRS NOTICE FOR SWAP DAYS, WE ARE UNABLE TO OFFER REFUNDS FOR ABSENT OR SICK DAYS AFTER THIS TIME. ALL BOOKING CHANGES MUST BE SUBMITTED IN WRITING EITHER VIA EMAIL OR AT THE SERVICE.*

**NB.** In order to ensure staff: child ratios are met, booking & cancellation notification is essential. Excursions, Incursions and activity days have limited spaces due to safety and staffing requirements.

## **ALLOWABLE ABSENCES**

According to guidelines relating to the administration of Childcare Benefit (CCB) all families are entitled to 45 allowable absentee days per year where the CCB portion of your fees will apply (normal center fees only). If your child is unable to attend due to illness and you are treated by a Doctor it is important to get a Doctor's Certificate to cover those days. Medical absences are in addition to your 45 allowable absent days.

## **SICKNESS**

**If your child is sick or unable to attend please advise the Coordinator. Sign in sheets must be signed even when your child has been absent. Child Care Benefit is not paid for days where parents do not sign attendance sheets and parents will be invoiced for the amount outstanding.**

**Credits or refunds are not given in the event of sickness or days off.**

## **LATE PICK UP FEE**

Although situations may arise where the parent cannot collect their child/ren before closing time, it remains the parent's responsibility to arrange for an authorised person to collect the child/ren before 6:00pm. **Children must be collected by 6:00pm or a late fee will apply.**

\$1.00 per minute that the child/ren remains in our care. Emergency numbers will be attempted if the parent has not advised of late collection of the children. In the event no authorised person can be contacted within 30 minutes of the services closing time, Crisis Care will be called. (These are Policy requirements used by Outside Hours Care Services and other Childcare Services for the safety of the child/ren.)

## **HIT AND HOME POLICY**

In an effort to make our Holiday Program a happy and safe place for all we have the hit and home policy. We understand children have disagreements and are learning social boundaries and expectations. That is why we have no tolerance for physical aggression, any child who aggressively hits another child or staff member will be sent home immediately. A second similar incident in the same holiday period will result in expulsion from the program.

## **WHAT TO BRING**

Each day, please bring along a packed lunch, morning tea, afternoon tea, a broad-brim hat, sunscreen, covered shoes and socks. The wearing of old clothes is recommended. Children's clothes often become accidentally soiled, dirty or painted on.

**PLEASE LABEL ALL BELONGINGS.  
THE YMCA ACCEPTS NO RESPONSIBILITY FOR GOODS LOST OR DAMAGED.**

**POST BOOKING FORM to**  
YMCA Jamboree Heights  
VACATION CARE PROGRAM  
76 Andaman Street  
Jamboree Heights  
QLD 4074

**FAX FORM to** (07) 3279 5492  
**EMAIL to** [ywest.childcare@ymcabrisbane.org](mailto:ywest.childcare@ymcabrisbane.org)

**PLEASE RETURN BOOKING FORM BY**

**Thursday 14<sup>th</sup> September 2017**