

MCM Early Years Hub Hartnett House

Easy Guide to Fees and Charges Fees and Charges Procedures



Fees and Charges 2020

Fees		Session hours	
Daily	\$120.00	11.5 hours	7am-6.30pm
Weekly	\$575.00	10 hours	7.30am-5.30pm
Public	Charged as per above	9 hours	8.30am-5.30pm

Operation Hours: 7am-6.30pm, Monday to Friday

General Fee Information

- Families will be required to sign a complying written arrangement (CWA) for enrolment at MCM Early Years Hub Hartnett House.
- Fees are charged according to your booked session.
- Fees are charged two weeks in advance for days booked.
- Fees are charged irrespective of whether the child attends the centre. This includes sick days, holidays and any other days taken.
- Fees are charged on public holidays.
- The centre will remain open throughout the Christmas period with no programmed shut down period.
- Early drop off and late collection fees apply, please refer to below.
- Changes to permanent bookings must be provided at least two weeks in advance, in writing and payment of full fees for booked days is required two weeks in advance. A new CWA will need to be signed to reflect a new permanent booking.
- Invoices are emailed to families fortnightly on Monday before the direct debit on Friday. Refer to Key Dates for Billing and Direct Debit Cycle.
- A statement will be issued to families fortnightly via email. A printed statement is only available on request.
- Families may be eligible to receive assistance from the Commonwealth Government towards the cost of child care fees.
- It is the responsibility of families to apply for the Child Care Subsidy (CCS), please see humanservices.gov.au or contact the nearest Family Assistance Office (FAO) for details.
- All families wishing to claim CCS must provide all relevant customer reference numbers.
- Ongoing unexplained absences will continue to attract service fees.
- Two weeks' notice must be given to the Centre Manager in writing for cancellation of care. Full fees may be charged in accordance with the Department of Human Services guidelines for non attendances during the notice period.

Changes to Fees

Melbourne City Mission (MCM) and the relevant manager of MCM Early Years Hub Hartnett House will review and may change fees or fee structure on a bi-annual basis, during the financial year. The Centre Manager will notify families within 14 days of any proposed changes to the fees charged or the way in which fees are collected.

Families of New Children

1. When a place at MCM Early Years Hub Hartnett House is offered, families will receive an Information Pack via email, or hard copy if requested. This includes an enrolment form, a direct debit form, a handbook and other relevant information.
2. Families are required to pay \$100 deposit to secure a place with us. Your \$100 deposit will be used to offset your first fortnightly payment.
3. Prior to the commencement date, families will be required to pay fees to cover two weeks in the current invoicing cycle, or part thereof and two weeks in advance to bring families up to date with the key billing and direct debt cycle.
4. All new families are required to provide all necessary paperwork as per our enrolment policy.
5. Families who have not completed their subsidy obligations will incur full fees.

Payment of Fees

- Payments can be made by direct debit from bank accounts (savings or cheques), building society, credit union and credit card (1.87% surcharge will be added for credit card payments by the bank).
- Direct debit form must be arranged prior to the child commencing care.
- Direct debit will occur fortnightly on a Friday, for the next two weeks care. (Refer to Key Dates for Billing and Direct Debit Cycle)
- Any changes to bank account and credit card details must be provided at least one week in advance of the next direct debit in writing.
- Any charge or fee incurred as a result of insufficient funds being available or incorrect bank account and credit card details will be the responsibility of the family.
- If the direct debit is unsuccessful, families will be contacted and required to immediately bring fees up to date by one of the accepted payment methods.

Debt Management

- If fee payments fall into arrears beyond the regular billing cycle, families will be asked to make a payment to bring fees up to date immediately.
- Where fees remain unpaid for more than 2 weeks, the Centre Manager or Operations Manager reserves the right to suspend a permanent booking and take action to recover outstanding amount owing to the centre.
- MCM reserves the right to recover all outstanding amounts and may engage external services to recover these funds.

Financial Hardship

- In the event families are experiencing financial hardship they should contact the Centre Manager as soon as possible to discuss payment plan options.
- Approval of payment plans or payment options is at the discretion of the relevant MCM or MCM Early Years Hub Hartnett House Manager or Operations Manager.

Early Drop Off and Late Collection Fee

MCM will implement early drop off and late collection fees.

The normal daily fees are based on the services sessions as listed at the start of this guide to fees and charges.

MCM Early Years Hub Hartnett House offers 3 session options to assist families to best maximise their subsidised hours. Families can choose between a 12 hour, 10 hour or 9 hour session. The chosen session sets the start and end time for your child/children's care.

MCM Early Years Hub Hartnett House understands that unplanned circumstances may delay you in collecting you child/ children in time. To assist families we are offering a grace period of 15 minutes either side of the 9 and 10 hour session. If you choose the 12 hour session there is no grace period as this session runs for the duration of our operational hours.

An early drop off and late collection fee will apply before and after the grace period for the 9 and 10 hour sessions as follows up to and including the first ten minutes \$15 or part thereof and each minute after this \$1.50 per minute.

Late collection of children after 6.30pm the following fee will apply, up to and including the first 10 minutes will be charged at \$25 and each minute after this \$2.50 per minute.

Families should note that if the late collections continue to occur after receiving three late fee charges, enrolment at the service may be suspended or withdrawn.

Families should be aware the early drop off and late fees will automatically be applied to your account through the sign in/out kiosk. It is therefore the parents responsibility to ensure they sign their child/children in and out of the service so that attendance times are accurately reflected.

It is therefore the responsibility of families to ensure they sign their child/children in and out of the service so that attendance times are accurately reflected. Kiosks are provided in each room and the in the foyer.

Useful Information

Child Care Subsidy (CCS) - Commonwealth Government payment to help families who use either approved or registered childcare services. Eligible families can receive some child care benefit.

Details are available at humanservices.gov.au/individuals/services/centrelink/child-care-subsidy

Now offering holiday discounts and days in lieu

MCM Early Years Hub Hartnett House is excited to introduce new holiday discounts and days in lieu, to support families to access ongoing, flexible childcare support that meets their family's circumstances and needs.

Families will now be able to access up to two weeks of days in lieu for times when their child is unwell[^] for just \$1 per day, and a 50% discount on their gap fees for up to two weeks' holidays*.

With days in lieu, by paying just \$1 for days when a child is away unwell, families can re-book an extra day of care at another time.

Holiday discounts enable families to keep their existing booking and ensure consistent, ongoing childcare support for their child, without paying the full daily rates while they are away.

To take up these great offers, please email hartnetthousecc@mcm.org.au.

Terms and Conditions

*** Holiday Rates**

- Offer available from 1 June 2019
- 50% discount applied to gap fees for two weeks' leave, pro-rata based on each child's existing booked days and sessions
- Based on a financial year calendar ie. 1 July 2019 to 30 June 2020
- Families who are booked for full time care (5 days a week) are eligible for up to 4 weeks of holiday leave, as days in lieu are not applicable
- This offer is not redeemable for cash
- This offer is only available to families who receive CCS funding
- A family is only eligible for the holiday rate if they have ongoing permanent bookings for 12 months or more

[^]Days in lieu

- Offer available from 1 June 2019
- Up to two weeks of days in lieu per child, pro-rata based their existing booked days and sessions
- Days in lieu available when a child is unwell, and a medical certificate is provided or on a public holiday. That absentee day will still be charged as per normal however, the option to take up a day in lieu is available once conditions are met.
- A \$1 gap fee per day in lieu will apply and the Child Care Subsidy (CCS) fee for each day will still be claimed
- Days in lieu are to be used within 30 days of child's absence
- Days in lieu can be re-booked based on available places at the centre
- This offer is not redeemable for cash
- This offer is only available to families who receive CCS funding