

POLICY SHEET

Y-WEST VACATION CARE PROGRAM 5-12 YEARS

Monday 12th December 2011- Friday 20th January 2012

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 Y-West on 3376 4266.

CENTRE HOURS: 7:00am to 6:00pm

COST PER DAY: \$39.00 per day

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 your **FAMILY CUSTOMER REFERENCE NUMBER** and your **CHILD/REN'S CUSTOMER REFERENCE NUMBER** and **DATES OF BIRTH** for both. If this information is not provided on your booking form you will be charged **FULL FEES**.

VACATION CARE PAYMENT OF FEES POLICY

Accounts will be issued on a weekly basis. **Payments are due the Friday of each week. If payment is not received by Friday 6pm of that week's care you will automatically incur a \$15.00 late fee and care for the following week will be DENIED 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 by the end of the following week within holiday period you will incur a \$36.00 administration fee and it will be forwarded to debt collection on the first Monday after the holiday period, as per YMCA Policy.** Accounts are to be collected and paid by Parents or Guardians only. Correct money, credit card, eftpos or cheques (made out to YMCA of Brisbane) may be paid at the Y-West reception desk. **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, WE ARE UNABLE TO OFFER REFUNDS FOR ABSENT OR SICK DAYS ONCE THE BOOKING HAS BEEN MADE. ADDITIONALLY WE ARE UNABLE TO SWAP DAYS, ONCE BOOKED, FOR THE SAME REASON.

NB. In order to ensure staff: child ratios are met, bookings & cancellation notifications are essential. Excursions, Incursions and activity days have limited spaces due to safety 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 centre 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, then these absences are not counted towards your 45 allowable days. Parents are required to complete an Allowable Absence Form should they wish to claim Allowable Absence.

SICKNESS

If your child is sick or unable to attend please advise the Co-ordinator. 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 parents 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 authorized person can be contacted within one half an hour 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, a broad-brim hat, sunscreen, covered shoes and socks. The wearing of old clothes is recommended. Children's clothes often become accidentally soiled or painted.

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

POST BOOKING FORM TO
Y-WEST VACATION CARE PROGRAM
76 Andaman Street
Jamboree Heights
QLD 4074

FAX FORM TO (07) 3279 5492

PLEASE RETURN BOOKING FORM BY
Friday 9th December 2011