

23 January 2020

Dear Mayfield West Public School Families,

YMCA NSW is pleased to announce that we have now been provided Service Approval to operate and will be providing Outside School Hours Care (OSHC) programs at your school from Wednesday 29 January 2020.

### About Us

YMCA NSW is a profit-for-purpose organisation focused on healthy living, social impact and empowering young people. We are accredited by the Australian Childhood Foundation as a child-safe organisation.

At YMCA NSW the safety and wellbeing of children, young people and vulnerable adults is our highest priority. We're a benchmark organisation for best practice processes to keep children and young people safe.

Our OSHC services for Before School Care, After School Care and Vacation Care are delivered across more than 60 locations in NSW. We've been creating positive change and supporting communities for more than 165 years, and currently employ more than 1,800 staff across NSW and the ACT. Our impactful initiatives for young people build their physical and mental wellbeing and their capacity in education and employment.

### Before School, After School and Vacation Care

At YMCA NSW, we recognise the benefits of high quality care and the difference it can make in a family's life. We value and respect parents as our partners in the care and education of their children.

Mayfield West OSHC Service will be a place where children can be, belong and become. Our experienced educators design and deliver high-quality programs based on the nationally-approved learning framework 'My Time, Our Place'.

Our child-focused Before and After School Care program promotes healthy eating through cooking activities and nutritious breakfasts and afternoon teas. Our Vacation Care programs are focused on children having fun, learning new skills, making new friends and having new experiences. This can include incursions, excursions and day camps. More like a vacation than care!

### Details of Care Provided

Before School Care Session:	6:00am – 8:30am
After School Care Session:	3:00pm – 6:00pm

Vacation Care Session:

6:00am – 6:00pm

### Children's Services Handbook

The [YMCA NSW Children's Services Handbook](#) provides a detailed explanation of our OSHC programs, Government subsidies, fees and payments and other important information for families. We encourage you to take the time to review the Handbook to learn more about who we are and what we do.

### Meet the team

We would like to invite you to an orientation day at our service, the details for this are as per below;

**When:** Tuesday 28<sup>th</sup> January 2020  
**Where:** OSHC Demountable building  
**Time:** 4:00pm – 7:00pm

Should you have any other questions or concerns, please do not hesitate to contact myself or the YMCA NSW Child Care Team on the details below.

Yours sincerely,

**Kylie Nadalin**  
**YMCA NSW Children's Services Manager**  
E: [kylie.nadalin@ymcansw.org.au](mailto:kylie.nadalin@ymcansw.org.au)  
M: 0410778687

Or

**YMCA NSW Child Care Team.**  
Monday to Friday, 6.30am-6.30pm  
P: 1300 00 9679  
E: [childcare@ymcansw.org.au](mailto:childcare@ymcansw.org.au)  
W: [ymcansw.org.au/oshc-enrolnow/](http://ymcansw.org.au/oshc-enrolnow/)

**Mayfield West Acting Service Coordinator**  
Bianca Allen  
P: 0457840313.

## 2020 Fees & Charges

### Session Fees

Before School Care	\$15.00
After School Care	\$18.00
Causal Session Additional Fee	\$2.00
Vacation Care from*	\$47.50

### Child Care Subsidy:

YMCA NSW is an approved provider of the Child Care Subsidy (CCS) for OSHC and we are currently in the process of applying for CCS approval at Mayfield West OSHC. Once approval is gained for Mayfield West OSHC, the CCS will assist with reducing out-of-pocket child care costs for eligible families enrolled.

**Please note:** YMCA NSW will not be billing families fees for care until the CCS approval has been received and we are able to administer families' subsidies. This means, that once approval has been received you will be billed in arrears for any billing periods missed.

### Direct Debit

YMCA NSW's fortnightly Direct Debit payment system is designed to make payments easy. Fees for care are direct debited fortnightly from your nominated bank account or credit card. Once CCS approval has been received and we move into normal billing processes, OSHC Fees will be paid two weeks in advance for the duration of the child's enrolment. If at any time there is an outstanding balance on your account, the amount will be billed in the following fortnight's debit run.

The YMCA NSW [Outside School Hours Care Direct Debit Calendar](#) will help you keep track of key dates. Further information on direct debit fees can be found on the [Direct Debit Request - Authorisation Form](#).

### Annual Administration Fee

YMCA NSW charges a non-refundable administration fee of \$35.00 per family per calendar year. For new families, the fee is payable upon enrolment. For families with ongoing enrolments, the fee is charged at a set time in Term 1 in line with the Direct Debit date.

### Public holidays

Services are closed on public holidays, however, fees still apply if any of your usual days of attendance fall on these days. Missed attendances for public holidays are recorded as an absence. The Child Care Subsidy will apply unless the child's initial 42 absence days have already been used.

### Late pick-up

Services are not licensed to provide care after the program's operating hours. A non-subsidised late fee of \$20.00 per child per 15 minutes, or part thereof, will be charged.

### Casual booking surcharge

YMCA NSW charges a \$2.00 casual booking surcharge per session, per child.

### Search fee

If we have not received notification that a child will be absent prior to the session starting, a search fee of \$10.00 may be charged.

## Enrolling at YMCA NSW

At YMCA NSW, families can enrol online for Before School, After School and Vacation Care through our online booking system My Family Lounge. Through this system you can;

- Easily register your child's details and manage your account information
- Submit a waitlist request for your child to secure a permanent spot
- See details of your child's existing bookings
- Manage your existing bookings and request changes to booked days as required
- Access an online calendar where you can see availability within our centre
- Make casual bookings (where available)
- Record your child as 'absent' in advance for a permanent session

### Create your online account now

**Step 1** - [Register now](#) to create an account, or if you already have a My Family Lounge login, [Sign In here](#)

**Step 2** - Complete yourself and your child's details

**Step 3** - Complete the enrolment form (here you will be required to search for select the Mayfield West Service)

**Step 4** - Submit a booking waitlist request

**Step 5** - We'll be in touch to offer you a position if places are available

**Step 6** - Accept the offer via My Family Lounge

**Please note:** Families may be required to attend individual care meetings prior to confirmation of enrolment. Additional documentation may be required based on your child's care needs.

For enrolment and billing enquiries please contact the YMCA NSW Child Care Team.

Monday to Friday, 6.30am-6.30pm

P:1300 00 9679

E: [childcare@ymcansw.org.au](mailto:childcare@ymcansw.org.au)

W: [ymcansw.org.au/oshc-enrolnow/](https://www.ymcansw.org.au/oshc-enrolnow/)

This information is also available at: <https://www.ymcansw.org.au/mayfield-west/>