



ACTIVITY CENTRES INC (ACI) FAQ SHEET

1) *What do I do if my child will be absent?*

Mark your child absent through our booking app or alternatively you can message the Service mobile. You will still be charged for absent days, as per Family Assistance Law.

2) *How do I book a casual day?*

You can book a casual day through our booking app, pending availability. There is a daily cut off; if you are unable to book, you can call your Service to check availability. Casual days are charged at a higher rate.

3) *What is the difference between a permanent booking and casual booking?*

Permanent bookings refer to the set days and sessions your child attends each week on a regular basis. In contrast, **casual bookings** are made as needed — either when you require an extra session or only need care occasionally without a fixed schedule. Permanent bookings are offered at a lower rate than casual ones.

4) *What happens if I do not inform the service of my child's absence?*

It is very important to notify the service if your child will be absent. If no notice is given, the service will try to contact you, check with the school, or reach out to your listed emergency contacts. Please note that a non-notification fee may apply. See Fees Policy or ACI website for more information.

5) *How do fees work?*

Fees are charged per session and paid via a direct debit system. You will receive an invoice every second Wednesday via email from our software/booking system, and debits will occur on Friday of the same week. You are able to access your invoice/ statement at any time through our booking app.

6) *What happens if fees are not paid on time?*

Unpaid fees may incur an overdue account charge. You will first receive a friendly reminder from the Activity Centre's bookkeeper, including instructions on how to make payment. If payment is still not received, a follow-up reminder letter will be issued. Continued failure to settle the account may result in your details being referred to an external debt recovery agency, and your child's care may be discontinued. We strongly encourage families to speak with the Service Coordinator if they need to arrange a payment plan.

7) *What is CCS?*

Child Care Subsidy (CCS) is a government payment in Australia designed to help families with the cost of early childhood education and care. It is means-tested and paid directly to childcare providers, who then reduce the fees for eligible families. After the service has submitted your enrolment, you will be required to confirm that enrolment via MyGov; CCS will not be paid until this step is complete. Under CCS Family Assistance Law, each child is entitled to 42 allowable absent days. Any absences over this, will not receive CCS and families will be charged full fees.

8) *How do I apply for CCS?*

If you have never received CCS, you will need to apply through Service NSW
<https://www.servicesaustralia.gov.au/how-to-claim-child-care-subsidy?context=41186>

9) *What is cessation of care?*

Cessation of care refers to situations in childcare where a child's enrolment has ended or is about to end, triggering the loss of government subsidies for days before the first physical attendance or after the last day of care. This applies when a child is absent on their first or last booked day of care and results in the family being charged the full fee for those days, as they are not eligible for [child care subsidy](#)

10) *What are families responsibilities upon enrolment?*

Families are required to read and adhere to the service's policies and procedures upon enrolment and throughout their time at the service. Our policies are in place to support the safety, wellbeing and positive experiences of all children, families and educators. By enrolling at the service, families acknowledge their responsibility to follow service requirements, including those relating to attendance, health and safety, behaviour guidance, fees, sign in/out procedures and respectful communication. We encourage families to speak with the service at any time if they require clarification or support regarding any policy or procedure.

11) *What should I do in my child has a medical condition?*

Before a child attends our Service, it is essential that we are informed of any medical conditions, including allergies, dietary requirements, or other health needs. Parents are responsible for providing up-to-date medication and medical management plans. If updated plans or medication are requested by Coordinators and not supplied, your child's place will be suspended until the required documents are received. This is to ensure compliance with National Regulations and to maintain a safe environment for all children.

12) *My child has an extra-curricular activity, what do I do?*

If your child is required to attend an extra-curricular activity whilst in our care, such as band/ music/ disco etc. it is vital that we are notified in advance. You will be asked to fill in a permission form, that states times for drop off/pick up, along with acknowledgements and parent consent.

13) *Do you provide food?*

Yes, we provide healthy breakfast options at all our services, along with a fresh serving of food at afternoon tea. At our long day care we also provide a home-made lunch. Menus are available at our services.

14) *What if someone other than a parent will be picking up my child?*

At the time of enrolment, you must provide emergency contacts and a list of authorised individuals who may collect your child. If someone outside of this list will be picking up your child, it is essential that you notify us in advance. You will need to provide their full name, contact number, and address in writing. They will also be required to present valid photo identification at the time of pick-up.

15) *How does Vacation Care work?*

Vacation care programs are released Week 7 of term and can be booked via our booking and accounts app. Vacation care information can be found at your child's service or on the Activity Centres website. Vacation care prices vary based on the day's events.

16) *What is the Management structure of Activity Centres?*

The Activity Centre is overseen by a volunteer parent committee, which serves as the Approved Provider. The committee employs a Manager responsible for the overall operations of the organisation, while each individual Service is managed by a qualified Coordinator. Families are welcome to contact the parent committee via email at any time; however, it is recommended that any concerns or enquiries be directed first to the Service Coordinator, and then to the Manager if needed.

17) *Can you join the Parent Committee?*

Yes! We highly encourage families to join our parent committee. The committee meet four times per year, three times via zoom and once in person. You can chat to the service Coordinator about joining the committee at any time.

18) *What is our approach to child safety?*

ACI is dedicated to ensuring the ongoing safety and wellbeing of every child in our care. All staff undergo a thorough onboarding process designed to prepare them for their roles, with a strong focus on child protection and safety responsibilities. We provide in-house training and, where possible, participate in regular child protection refresher courses to ensure our practices remain up-to-date and compliant with current laws and regulations.

19) *How does ACI use digital technologies?*

We acknowledge the important role technology plays in the efficient operation of our services and recognise that it is a regular part of children's daily lives. To ensure safe and appropriate use, we have robust safeguards in place for both Educators and children, aligned with relevant laws and regulations. We kindly ask that families and visitors refrain from using personal devices to take photos or videos of any child within our environment. This is to protect the privacy and safety of all children at all times.

For more information on Policies, Fees, individual services, Vacation care, Parent Management Committee and other useful links, please visit the Activity Centres website <https://www.activitycentres.com.au/wpsite/>