

Parent Fact Sheet

Last Minute Child Care endeavours to minimise disruptions for both parents and providers. The following information will assist this process for all:

- **Please read the terms and conditions on the site before use**
- **Enrolling**
 - When visiting a centre for the first time, please arrive early as processing your enrolment may take a few minutes.
- **Payments**
 - If you are claiming CCB, you will need to show a current letter from the Family Assistance Office/Centrelink showing your payment percentage.
 - If details are not correct, you may overpay, in which case your enrolment will be in credit for when you next use the centre. If the centre is underpaid, they will take appropriate actions to recover outstanding monies and those families may be prohibited from using LMCC for future transactions.
 - Some parent's may be required to pay full fee. This may be because: allocated CCB hours of care have been exceeded, immunisations are not up to date etc.
- **CRN Details**
 - Ensure you supply BOTH the child's CRN as well as the parent's CRN (They should be different).
- **Payment methods** – payment must be upfront on the day of care:
 - Ensure CCB and CRN details are correct
 - Payment will be made in full. Once CCB details have been verified the centre may choose to credit a user's account for future use, electronically transfer the remaining balance into a nominated bank account or refund via cash or cheque. (Check with centre first)
 - Contact the centre to verify the availability of EFTPOS. Cash or direct debit may be required.
- **You are obliged to ensure all details are correct**
 - Note – If your child requires any special needs/care (medical/developmental etc) you MUST inform the centre. You may be required to produce an action plan from a medical practitioner/specialist.
 - If your child displays behaviour that is deemed unacceptable by the centre, you will be asked and obliged to collect your child. If this occurs then Last Minute Child Care may be notified. If this occurs on two or more occasions, care may not be offered by any centre.
- **When claiming CCB:**
 - Ensure that your details are correct.
 - You may not be entitled to a rebate if your child attends another centre or you have exceeded the hourly limit set from Centrelink.
 - If you pay the full fee and are entitled to a rebate this may be claimed/refunded each quarter (CCR)
 - If you have more than one child in care (at the same centre or another centre), by using Last Minute Child Care you MUST ensure your letter from the FAO is current. This is because if a parent has a child at another centre and are claiming a second, third, fourth etc percentage the CCB may alter from Centrelink and the daily rate may change.
- **Claims for CCB can occasionally be rejected, cancelled or altered by Centrelink.** This can occur for example if a child's immunisations are not up to date. If this happens and the centre receives notification after you have already paid, the following steps will occur:
 1. The centre will contact you notifying you of the claim status and that an amount is still outstanding
 2. An invoice will then be sent requesting payment of funds outstanding
 3. If payment is not made the centre may refer the matter to a debit collecting agency. Remember – if you have paid extra e.g. exceeded hours of use you may be eligible to receive the funds through the quarterly rebate.