

Dear Parent / Guardian,

Fee Information – Mary Rice Early Learning Centre

We would like to take this opportunity to provide some important information to you regarding fee payments. As outlined in the Parent Handbook, our Fee Policy is that fees are paid two weeks in advance. It is the family's responsibility to ensure that they apply for any benefit, and it is not possible for MRELC to give fee reductions until such time as we receive this information in an official capacity. Families should register for CCS before your child commences care to avoid delays in payments. If you have any queries regarding your CCS allowances or payments please contact Centrelink directly.

To ensure the best security measures we are a cashless Centre, and therefore cannot accept cash payments under any circumstances. Our preferred method of payment for fees is made using direct debit through Debit Success. Debit Success is recognised as a national leader in streamlining account payments in childcare facilities across Australia. Alternatively, fee payments can be made using EFTPOS at the Centre.

No one likes discussing things of a financial nature on a regular basis – so Debit Success offers benefits for both the Centre and the families using our facility. For parents, Debit Success saves time, as payments are direct debited, planned and predictable. This leaves us doing what we want to concentrate on – the care and education of your precious little people.

The service offered by Debit Success to Mary Rice ELC ensures that your data is stored securely and is of the highest level of PCI compliance. It really is the safest and easiest way to ensure you are meeting your financial obligations.

How do I set up my payment plan with Debit Success?

Direct debit can be set up via the Xplor Home App. Please follow the Debit Success Information link for guidance - [Debit Success Instructions](#). The payment schedule will default to weekly every Thursday. If you would prefer for your payment to be processed on a fortnightly basis please contact the office via email at fees@mrelc.com.au. It is important to check your live fee balance and statement prior to the processing of your direct debits via the Xplor Home App: [Xplor Account Summary](#).

Please note that your weekly fee balance will change if any additional attendance days are scheduled or any adjustments to your CCS are made by Centrelink. **Please ensure that you regularly check your account balance and fee statement using the Xplor Home App as Centrelink transmits any adjustments directly to Xplor.** If you have any queries regarding fee payments please contact fees@mrelc.com.au or (07) 3518 0049.

Kind regards

Mary Rice ELC

2199 Sandgate Road, Boondall QLD 4034
PO Box 130, Virginia QLD 4014
E contact@maryrice.com.au T +61 7 3518 0049

www.maryrice.com.au