

Frequently Asked Questions (FAQs)

Does my child have to attend for the whole day?

Our fees are based 'per day' but that doesn't mean your child has to spend the whole day with us. There is no reduction of fees for partial days as your child's spot is reserved for the whole day.

Will the pre-kindy program still be 9:00 – 12:00?

The pre-kindy program is expanding. Our play based Early Learning Program now runs from 9am to 3pm Monday to Friday. However we are open 8.00am – 4.30pm for your convenience morning tea and lunch breaks will be offered during the day so children will need to bring a packed lunch box each time they attend.

My child sleeps, how will you provide a rest area?

Beds and cuddly blankets are available in a quiet area for children who sleep. We love having a read with the children and we have sourced some really wonderful 'quiet music' to play during this time and of course for the children who just need a bit of quiet time but not necessarily a sleep we have a treasure chest of quiet activities to let them just 'be' for a while and recharge.

I don't want to apply for CCB/CCR, can my child still attend?

Absolutely. You don't have to apply for any entitlements through Centrelink but just be aware that full fees will apply. Luckily you have chosen Meerilinga because our ELP is not just nationally recognised as exceeding national quality standards, it's also one of the most affordable ELPs you will find. No doubt annoying to some of the bigger ELP providers, but we make no apology for making our program affordable to all families!

I don't understand my statement.

Statements have the full price, then Child Care Benefit, then Child Care Rebate, followed by the gap fee due. If you have any other questions, talk to your centre coordinator and they will be able to go through your statement with you.

We were on holiday and I was charged.

If you have booked a permanent day then that day is secured for your child. Centrelink will still pay your entitlements even though you haven't attended, so you still need to pay the gap fee

It was a public holiday and I was charged.

If your booked day falls on a public holiday then fees will still apply and that happens across the state for every permanent booking. Centrelink covers 12 public holidays per year and will still pay entitlements due for that day.

My fees have gone up, can you tell me why?

We keep our fees as minimal as possible and it's something we are very proud of. The only way your fees will alter is if there has been a change in your income. If Centrelink changes your entitlement and you don't agree with the change then you can contact them. If there has been a mistake, Centrelink will fix the error and back date. If you notice a change in your fees, talk to your centre coordinator so they can check on the Child Care Management System (CCMS).

My child is sick, do I still have to pay?

Once you secure a permanent day, you need to pay for that place regardless of whether your child attends or not and that includes when they are sick. The good news is that Centrelink will still pay your entitlements to the service and that your child is allowed 30 absentee days a year.

What does my child need to Bring?

- A Hat (wide brim or legionnaire)
- Packed morning tea and lunch
- Spare clothes (trust us you will need these)
- Nappies or pull ups (if required)
- Lots of spare pants if toilet training (and maybe shoes!)

What is a CRN number and how do I get one?

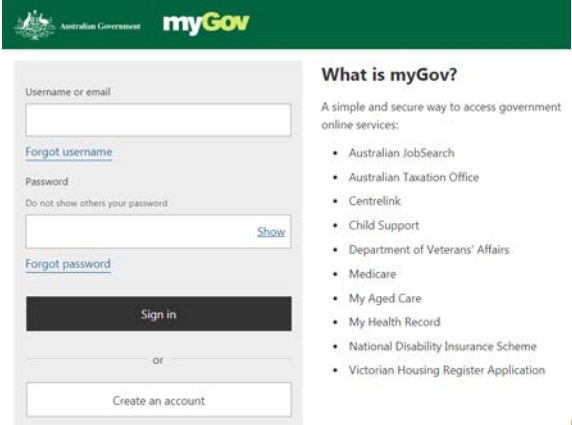
A CRN (customer reference number) is obtained from Centrelink. Each family who wishes to enroll will require two separate CRN numbers. One for the parent enrolling the child and one for the child. You get one by contacting Centrelink via phone or in person, or you can register online at mygov.au

How do I register my child?

Once you have obtained your separate CRN numbers then you also need to register your child with Centrelink to inform them you are attending a service. You can do this by either calling Centrelink on 13 61 50, making an appointment to visit them or by internet using the mygov app.

How do I register my child?

- Step 1** Google mygov (www.mygov.com.au)
- Step 2** Create your account if you don't have one
- Step 3** Click on centre link button
- Step 4** Select start a new claim (or go to apply for payment or concession card)
- Step 5** Select families
- Step 6** Scroll to bottom and push "get started"
- Step 7** Family assistance
- Step 8** Some questions will now need to be answered
- Step 9** Then it will ask for bank details, medicare etc
- Step 10** Press submit



The screenshot shows the myGov login interface. At the top, it says 'Australian Government myGov'. Below this, there are two input fields: 'Username or email' and 'Password'. The password field has a 'Show' button. There are links for 'Forgot username' and 'Forgot password'. A 'Sign in' button is located below the password field. Below the 'Sign in' button, there is an 'or' separator and a 'Create an account' button. To the right of the login form, there is a section titled 'What is myGov?' with a description: 'A simple and secure way to access government online services:'. Below this, there is a list of services: Australian JobSearch, Australian Taxation Office, Centrelink, Child Support, Department of Veterans' Affairs, Medicare, My Aged Care, My Health Record, National Disability Insurance Scheme, and Victorian Housing Register Application.

Can anyone receive the Child Care Rebate?

Child Care Rebate (CCR) is not means tested but is activity tested. 15 hours of work, study, training or volunteering needs to be met to receive CCR. Centre link will decide if you pass the activity test.

What happens once I enrol online?

The centre coordinator from the service you wish to attend will contact you to come in for a tour/orientation and to provide further paperwork. This will give you and your child a chance to meet the educators in the room and have some one on one time to answer any questions you may have before you start.