

17/12/2021

Dear Parents, Guardians and Carers

As you are aware Woden Community Service (WCS) has recently undergone a robust benchmarking exercise against other organisations who also offer Children's Services. To continue to offer quality programs WCS has made the decision to move to a billing in advance model and no longer charge a bond payment on enrolment.

The process and dates for payments in advance will be as follows:

- 14-18/1/2022 – Current bond money that is held by WCS will be credited to accounts.
- 19/01/2022 – Fees will be charged to accounts for the three-week period.
17/01/2022-05/02/2022 - The credit of the bond payment will offset the large payment cycle for this first payment.
- 02/02/2022 – Fees charged for fortnight 07/02/2022-19/2/2022. Fees will then continue to be charged on a fortnightly basis 2 weeks in advance.
- Charges to accounts will occur every 2nd Wednesday. Payments will then be uploaded on Thursday and the timing for the actual debit is dependent on your financial institution.
- Statements will cover a 4-week period, to ensure families can see any changes to their CCS payments.

Please find attached to this letter a calendar for 2022 outlining the date that fees will be charged to your account.

If you are eligible and claim CCS this will continue and will show on your statement. As the fees are charged in advance, your CCS will be bold and underlined. On your following statement the CCS for those dates will show in normal font and the new fortnight will be bold and underlined.

Attached is a sample statement showing an example of what this will look like.

Should you have concerns or queries, please contact the Director Children's Services. Vivienne Gould on 62346837 or by email Vivienne.gould@wcs.org.au



Vivienne Gould
Director Children's Services