



DIDO STREET ELC- FAQ's

Payments, fees and CCS

How much are fees?

For more information on fees please contact us.

Ph: 02 4232 3641

info@didostreetelc.com.au

How do I apply for the government CCS rebate?

Parents/carers can apply for the government CCS rebate via the myGov app or Centrelink website. Follow the steps outlined here;

[Centrelink CCS Rebate](#)

Why is my CCS changing?

Your childcare subsidy rebate can fluctuate from time to time and is based off your income and hours worked.

*Any issues with CCS or Centrelink entitlements need to go directly to Centrelink as we do not have the means to access or change this information.

* In order to keep receiving CCS you need to update your income and hours worked each financial year. Centrelink can also withhold your CCS if you have not submitted your tax return or your child's immunisations are not up to date.

How do I pay fees?

Fees are direct debited every Monday from your nominated bank account or credit card. You can update your direct debit details by following these steps:



[Change Direct Debit](#)

Why am I being charged \$14.95?

If your direct debit payment is unsuccessful due to insufficient funds, you will be charged a fee of \$14.95 by the payment gateway system.

Xplor

How do I sign up to Xplor?

When your child is enrolled you will receive an email from Xplor asking you to create your account. When you receive this invite you will need to do 3 things:

1. Set a password
2. Create an access code
3. Download the home app and login
4. Add anyone else who is authorised to pick up their children as [Hub Guests](#)

If you need to reset your login, you will need to contact Dido Street Early Learning Centre.

*Please note the link to reset your account expires after 2 hours.

How do I sign the CWA agreement?

In order to kick start the CCS process with Centrelink, the primary carer for each child needs to sign the CWA agreement. You can do this by following these steps-

[Signing the CWA agreement](#)

How do I sign my child in/out?



You will need to ensure you have downloaded the Xplor home app and know your password or access code. Then you can follow these steps to sign your child/ren in and out of the service:

[Signing in/out](#)

Can someone else sign my child in/out?

Yes someone else can sign your child/ren in or out of the centre, if they are a nominated hub guest or emergency contact. To add a hub guest please follow these steps:

[Hub guest](#)

How do I see what my child has been doing at Daycare?

Using the Xplor home app you will be able to access daily updates, observations, sleep/eating/toileting details and any important messages from the service.

[Click here if you need help using the Xplor app](#)

What do I need to pack for daycare?

Daily-

- Wide Brim Hat (All Children)
- Drink bottle (All Children)
- 2 Change of Clothes- weather appropriate (All Children)
- Bottle/Milk/Formula (Babies/Toddlers)
- Nappies- min of 5 (Babies/Toddlers)
- Baby wipes (Baby/Toddler)
- Fitted and flat cot sheet (Babies/Toddler)
- Dummy/bib (if required)
- Comforter- if needed
- Lunch (All Children. We provide a healthy morning and afternoon snack)



EARLY LEARNING CENTRE

Dido T-shirts (\$15) and jumpers (\$30) are available to buy at the centre.

All items brought to school need to be labelled with your child's name.

* Please note- we have many wonderful toys here for your little ones to play with, it is best to keep your precious things at home where they won't get lost or cause disagreements among the kiddies.

Does Dido Street Early Learning Centre Provide all food?

No, we don't. We provide a healthy morning and afternoon snack. Parents/carers are required to pack a nutritious lunch.

Please note- we have children enrolled who are anaphylactic and ask that you **DO NOT** pack any items that contain nuts or Egg.

Are Nappies and Wipes supplied?

No, we do not supply nappies or baby wipes. Please pack a minimum of 5 nappies and a packet of baby wipes.

Do I need to pack sunscreen?

As a smart sun safe centre, we provide sunscreen for all children. If your child requires a specific type of sunscreen due to allergies or skin irritations, you will need to provide sunscreen.

Casual days/Make-up days

Do you offer casual days?

Yes, if you require a one-off casual day of care, you can request this by emailing/phoning the centre OR by using your Xplor app:

[Request casual day](#)



Please note- This is a request and does not mean your child has a spot on that day. An educator will contact you to confirm if a spot is available.

Do you offer make-up days?

No, we do not offer make-up days or swap days.

What if my child is going to be away?

If your child/ren is going to be away or dropped off late you can send us a message via your Xplor app by following these steps:

[Late drop off/Absent](#)

You will still be charged if your child is absent for any reason (sick/holiday)

Waitlist

How do I put my child on the waitlist?

Please go to our website- [Dido Street](#) and click the tab 'Waitlist'

How long is your waitlist?

We have a very extensive waitlist at Dido Street Early Learning centre. The baby room (under 2) has a three-year waitlist. Priority is given to current families, however things can change quickly. If you would like to be considered for a spot, ensure your child's details are on the waitlist.

General Information

Do you close for school holidays?



No. We are open throughout school holidays. The only time we close is for a two-week period over Christmas/new year's. You will not be charged during this time.

What about Public Holidays?

We are not open public holidays. However, if your child's day happens to fall on a public holiday, you will still be charged and receive CCS.

How many absences can my child have?

Centrelink pays CCS for 42 absent days each financial year. If your child is away for more than 42 days within the year, you will be charged full fees. You may be entitled to additional CCS days through Centrelink.

[Additional CCS Days](#)

How many weeks' notice do I need to give if I want to cease my child's enrolment?

We require two weeks' notice to cease your child/ren enrolment. Please note in order to receive CCS your child must be signed in and out on their last day of childcare.

Do I have access to your policies?

Yes, we regularly update our policies and procedures and give access to all families via google.

[Dido Policies](#)

What are your hours of care?



EARLY LEARNING CENTRE

Monday-Friday 7:30am-5:30pm. Due to insurance reasons we can not allow children to enter the centre before 7:30am and require children to be picked up by 5:30pm.

What If I am late for pick up?

If you are running late for pick up, please phone us to let us know. A late pick up fee of \$15 every minute past 5:30pm will be applied to your next account.