



Monday 2nd February

Dear Parent

Payment of Fees

In order to simplify our Account Payment process, all Happyland Kids Accounts will be payable by Direct Debit from Credit Card or Banks Accounts.

Direct Debit is one of the safest ways to pay your bills; in fact, 85% of identity theft cases actually occur with offline transactions such as lost or stolen cheques, paper bills, or account statements (Javelin Strategy and Research).

The other benefit that payment by Direct Debit offers you is the convenience of ensuring that your Account is paid on time, without the hassle of having to manually process the payment yourself.

We have made this decision as the savings achieved in this area will be utilized in maintaining our fees at a very competitive level. From a processing point of view, Direct Debit has significantly lower administration time and costs, that allows Happyland Kids to focus on delivering a high quality service to parents at affordable rates.

You will be required to complete attached paperwork and return to the office by 26/3/2012 as we will no longer be accepting payment via other methods.

Payments will be collected weekly in arrears to keep in line with your Government Child Care benefit.

Happyland Kids has partnered with Ezidebit to provide you with this service. Ezidebit Pty Ltd is a fully compliant Direct Debit service. Ezidebit is an Australian Financial Services licensee (AFSL 315388) and has a stringent set of compliance and quality assurance measures in place.

Please note, for those paying by Credit Card, "Ezidebit Australia" will now appear on your statement. "Happyland Kids" will appear on those paying from their bank accounts.

Should you have any questions or concerns regarding this decision please contact me as soon as possible.

Yours faithfully,

*Sam Indelicato
Nominated Supervisor*



11th April 2016

Dear Parents/Guardians

RE: Updated immunisation history statement for

I am writing to you to request an updated immunisation history statement for

As previously advised, throughout attendance at Happyland Kids Childcare Centre we require an immunisation history statement after passes each of the vaccination milestones as outlined in the National Immunisation Program Schedule Queensland.

Since has recently passed his/her milestone, we require an immunisation history statement showing is up to date with his/her vaccinations within four (4) weeks.

The immunisation history statement can be obtained from the Australian Childhood Immunisation Register (ACIR) at any time free of charge:

- Through Medicare Online Services at www.humanservices.gov.au (view, download and print statement instantaneously)
- Through the Medicare Express Plus App on a smartphone (download app for free from google play or iTunes store) (view and email statement instantaneously, you will need a Gmail account)
- By emailing acir@medicareaustralia.gov.au supplying the child's full name, date of birth and Medicare number (may take up to 7 business days).
- By calling ACIR on 1800653809 (may take up to 7 business days).
- In person at a local Medicare Service Centre – to find your nearest centre, visit <http://humanservices.findnearest.com.au> (receive hard copy instantaneously).

Regards

Salvatore Indelicato

Director

Happyland Kids Childcare Centre



ACN 096 902 813 | AFSL 315388

DDR SERVICE AGREEMENT (Ver 1.2)

DDR Service Agreement (Ver 1.2)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
- (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
- (3) a payment request is received after normal Ezidebit cut off times, being 4:00pm Queensland time, Monday to Friday.

Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business. I/We acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit.

Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to Ezidebit's Privacy Policy can be found at www.ezidebit.com.au

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We authorise:

- a) Ezidebit to verify details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing Ezidebit to verify my/our account details

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