

Parent Statement for Partner Services

1. Welcome to our Partner Service

Tigers Childcare- Castleknock, C/O Castleknock Educate Together N.S Beechpark Avenue Castleknock D15V500, is a Partner Service, working together with the Department of Children, Equality, Disability, Integration and Youth, and parents/guardians to deliver high quality, affordable, inclusive Early Learning and Care (ELC) and/or School Age Childcare (SAC) services for children under Together for Better.

Together for Better is the funding model for early learning and childcare that brings together four major programmes, the Early Childhood Care and Education (ECCE) programme - including the Access and Inclusion Model (AIM), the National Childcare Scheme (NCS), Core Funding, and the Equal Start.

As a Partner Service, we offer subsidy schemes to parents/guardians and receive Core Funding. Core Funding, which began in September 2022, is the new supply side funding stream to start the partnership for the public good between the State and providers. Its primary purpose is to improve pay and conditions in the sector as a whole and improve affordability for parents as well as ensuring a stable income to providers.

This Parent Statement outlines some of the important things you can expect from us, as a Partner Service. This Parent Statement is provided as a condition of the Core Funding Partner Service Funding Agreement, the NCS, ECCE and CCSP Saver Funding agreements and informs the agreement in place between us Tigers Childcare- Castleknock and the parents/guardians that use our service. The Minister of Children, Equality, Disability, Integration and Youth is not a party to this agreement which is solely between the service and parent/guardian.

1.1 About Us

Here are some of the basic things to know about us:

A typical week for us is 07:30 to 18:30 Monday to Friday for 48 weeks per year.

At Tigers Childcare- Castleknock we offer the following services to children and their families:

<input type="checkbox"/>	Sessional Care for Early Learning & Care (ELC) excluding ECCE provision
<input type="checkbox"/>	Sessional pre-school under ECCE (Free Pre-school)
<input type="checkbox"/>	Full day care/part time care for Early Learning & Care (ELC)
<input checked="" type="checkbox"/>	Term time School Age Childcare
<input checked="" type="checkbox"/>	Out of term School Age Childcare

2. Early Childhood Care and Education Programme (ECCE), Access and Inclusion Model (AIM), National Childcare Scheme (NCS) and Community Childcare Subvention Plus (CCSP) Saver Programme.

This Childcare Service is in contract to deliver the:

<input checked="" type="checkbox"/>	National Childcare Scheme (NCS)
<input type="checkbox"/>	Early Childhood Care and Education (ECCE) programme
<input type="checkbox"/>	Community Childcare Subvention Plus (CCSP) Saver Programme

National Childcare Scheme (NCS)

NCS provides subsidies to parents and families to offset the costs of Early Learning and Care (ELC) and/or School Age Childcare (SAC). There are two types of subsidies available to apply for under the NCS - the Universal or Income Assessed subsidy. Both subsidies are available to families with children between 24 weeks and 15 years of age.

This service welcomes children who wish to avail of the National Childcare Scheme, including children referred under the sponsorship programme. Further information about the NCS, including how to apply for a subsidy, is available here - <https://www.ncs.gov.ie/en/> or contact the NCS Parent Support Centre on 01 906 8530 (Monday to Friday from 9am to 5pm).

Your NCS award includes a unique CHICK (Childcare Identifier Code Key) and information on the maximum number of hours you can claim. To use your award, you must:

- 1) Receive a CHICK by applying to <https://www.ncs.gov.ie/en/> or contacting the NCS Parent Support Centre.
- 2) Bring the CHICK to Tigers Childcare- Castleknock and register your NCS subsidised hours of care. The hours that you will agree should be based on the hours you need and what Tigers Childcare- Castleknock can offer you.
- 3) After Tigers Childcare- Castleknock has registered your hours, **you must confirm** that these details are correct. These details must be confirmed at <https://www.ncs.gov.ie/en/> or in writing to National Childcare Scheme, PO Box 13105, Southside Delivery Office, Cork, depending on whether you originally applied online or by post to receive your award.
- 4) **Your NCS subsidy can only be paid once your CHICK has been registered by Tigers Childcare- Castleknock and you have confirmed on the system that all details are correct.**

The amount that you must pay to Tigers Childcare- Castleknock is called the 'co-payment'. The co-payment is Tigers Childcare- Castleknock's fee for your child minus the NCS subsidy paid by the Department to Tigers Childcare- Castleknock for your child.

Tigers Childcare- Castleknock must provide you with details of how your co-payment amount is calculated (our fee less your NCS subsidy). We will always notify you within 20 working days if and when your co-payment amount changes, including details on how it has been calculated.

Calendars

Tigers Childcare- Castleknock will provide you with a separate letter indicating the days our service is closed over the programme year. We will provide you with a minimum of 20 working days written notice period of our intention to change this.

3. Fees Policies

As a Partner Service, we operate a Fees Policy that is transparent and understandable to our parents/guardians and is compliant with the requirements under the Core Funding Partner Service Funding Agreement. Please do not hesitate to contact Ciara Fitzpatrick who will provide additional clarification as required.

3.1 Fee Management – As a Partner Service, we operate our Fees Policy in accordance with the Core Funding Partner Service Funding Agreement, which in programme year 2024/2025 involves no increases of fees on those charged to parents/guardians on 30 of September 2021, called an effective 'fee freeze'. There may be some exceptions to this rule, which can be found in <https://earlyyearshive.ncs.gov.ie/downloads/download-corefunding/>. In order that you can understand what this fee freeze means for you, we have outlined our fees and associated fees policy below.

<input checked="" type="checkbox"/>	<p>a) Our service was in existence on or before 30 September 2021</p> <p>As a Partner Service, we are committed to operating the effective 'fee freeze' for Programme Year 2024/2025. This means that we will not charge our parents/guardians more for the same service than what we were charging in September 2021.</p>
<input type="checkbox"/>	<p>b) Our service was established after 30 September 2021</p> <p>As a Partner Service, we are committed to operating the effective 'fee freeze' for Programme Year 2024/2025. This means that we will not charge our parents/ guardians more for the same service than what we were charging when we first became a Partner Service.</p>

3.2 Donations - We will not request or accept any donations, voluntary or otherwise from parents/guardians, in respect of the ELC/SAC services being provided.

3.3 Deposits - We will not charge any non-refundable deposits¹ to parents/guardians in the respect of their ELC/SAC service where the parent/guardian takes up the service for which the deposit was paid. Additionally, we will return all deposits which have been taken relating to the 2024/2025 programme year once your child's registration is approved on the Hive or within four weeks of the child taking up the place, whichever is sooner.

3.4 Discounts – We will keep all discounts that were available on 30 September 2021 in place, provided that they are available to all children in our service. Any discount relevant to you will be applied to your normal fee.

3.5 Optional Extras – The term 'Optional Extra' is only applicable to any extra services or activities we offer under the ECCE/CCSP Saver Programmes which are not funded by the Programmes but which are voluntary with optional charges to you. These optional extras are very limited in nature and there is a copy of the DCEDIY-approved optional extras list available in Appendix 1 of the [ECCE programme rules](#), which are also available on the Early Years Hive.

3.6 Additional Service - Is when something additional to a service type/fee option is offered to parents/guardians. Take up of the additional service must be entirely optional to parents/guardians. For example a service provider may offer school collection services in addition to their SAC Service Types, or a service providing ECCE only may offer 2 weeks of camp during Easter, these would be entirely optional to parents/guardians and charged for additionally.

3.7 Fee Review Process - As a Partner Service, we must uphold our contractual obligations regarding our fees charged to parents/guardians as laid out in the Core Funding Partner Service Funding Agreement.

Where a parent/guardian identifies a potential breach of Core Funding fee rules by a Partner Service, they may seek to have this examined and a conclusion reached through the [Core Funding Fee Review process](#).

A parent/guardian who has identified a change to a Partner Service's fee policy potentially breaching the Core Funding Partner Service Funding Agreement, may address the issue in the first instance by using the Partner Service's complaints policy. In certain cases, this step may allow for the quick resolution of the case between the Partner Service and the parent/guardian without engagement with the CCC. This pre-fee review stage is optional and where a parent/guardian does not wish to engage with the service with their concerns or questions around Fee Management, a parent/guardian can raise the case directly with the relevant CCC.

3.8 Fee Policy

A. The fee policy we are going to implement for year 2024/2025 is the same as the fee policy that we had in place on 30 September 2021.

¹ Non-refundable deposits include administration/registration fees or other such charges.

3.9 Fee Tables

3.9.1 - Section A: Fee Tables

Programme Year: 2024/2025

Fee Type Name	Age Range	School Age / Early Years	ECCE Available ?	Session Start Time	Session Finish Time	Second Session Start Time	Second Session Finish Time	Incorporated Services?	Choose Incorporated Service	Additional Information	Hrs per Day	Days per Week	Hrs per Week	Full Fee	Fee (with ECCE deduction for 3 free hours)	Effective From	Effective To
Full Time Afterschool care (2 days)	5y - 12y	SAC	No	01:40	18:30			Yes	Meal	Weekly fee €57.3 Fees are paid in equal monthly installments via direct debit. Monthly fee is €218 over 38 weeks.	16.83	2	33.66	€57.37	€0	05/08/2024	31/08/2025
Full-Time After School Care (5 days)	5y - 12y	SAC	No	01:40	18:30			Yes	Meal	Weekly fee €127.11 Fees are paid in equal monthly installments via direct debit. Monthly fee is €483 over 38 weeks.	16.83	5	84.15	€127.11	€0	05/08/2024	31/08/2025
Full-Time After School Care + Breakfast	5y - 12y	SAC	No	07:30	18:30			Yes	Meal	Weekly fee €146.45 Fees are paid in	11	5	55	€146.45	€0	05/08/2024	31/08/2025

Club (7.30-9.00) 5 days										equal monthly installments via direct debit. Monthly fee is €556.50 over 38 weeks.							
Full-Time After School Care + Breakfast Club + Camps (all year round 7:30am - 6:00pm)	5y - 12y	SAC	No	07:30	18:00			Yes	Meal	Weekly fee €140.00 Fees are paid in equal monthly installments via direct debit. Monthly fee is €595 over 51 weeks	10.5	5	52.5	€140	€0	05/08/2024	31/08/2025
Full-Time After School Care + Breakfast Club (8am-9am) 5 days	5y - 12y	SAC	No	08:00	18:30			Yes	Meal	Weekly fee €143.68 Fees are paid in equal monthly installments via direct debit. Monthly fee is €546 over 38 weeks.	10.5	5	52.5	€143.68	€0	05/08/2024	31/08/2025
Full Time Afterschool (3 days)	5y - 12y	SAC	No	13:40	18:30			Yes	Meal	Weekly fees €77.18 Fees are paid in equal monthly installments via direct debit. Monthly fee is €328.00	4.83	3	14.49	€77.18	€0	05/08/2024	31/08/2025

										over 51 weeks							
Full Time Afterschool care (4 days)	5y - 12y	SAC	No	13:40	18:30			Yes	Meal	Weekly Fee €102.82 Fees are paid in equal monthly installments via direct debit. Monthly fee is €437.00 over 51 weeks	4.83	4	19.32	€102.82	€0	05/08/2024	31/08/2025
Breakfast Club (8am-9am)	5y - 12y	SAC	No	08:00	09:00			Yes	Meal	Weekly fee is €36.05 Fees are paid in equal monthly installments via direct debit. Monthly fee is €137 over 38 weeks	1	5	5	€36.05	€0	05/08/2024	31/08/2025
Breakfast Club (7:30-9:00am)	5y - 12y	SAC	No	07:30	09:30			Yes	Meal	Weekly fee €53.95 Fees are paid in equal monthly installments via direct debit. Monthly fee is €205 over 38 weeks.	2	5	10	€53.95	€0	05/08/2024	31/08/2025
Full-Time After School Care + Camps (all year round)	5y - 12y	SAC	No	09:00	18:00			Yes	Meal	Weekly fee 137.53 Fees are paid in equal monthly installment	9	5	45	€137.53	€0	05/08/2024	31/08/2025

9am - 6:00pm)										s via direct debit. Monthly fee is €584.50 over 51 weeks.							
Hour Club	5y - 12y	SAC	No	01:40	14:40			Yes	Meal	Weekly fees 35.92 Fees are paid in equal monthly installments via direct debit. Monthly fee is €136.50 over 38 weeks.	13	5	65	€35.92	€0	05/08/2024	31/08/2025

3.9.2 - Section B: Fee Extras: Deposit / Discount / Optional Extras* / Additional Services

Type	Extras	Amount	Description	Additional Detail / Conditions	Effective From	Effective To
Discount		€	5% sibling discount is available to families availing of full-time care for two or more children. Discount applies to second & subsequent children only.		05/08/2024	31/08/2025
Discount		€	Staff discounts are granted at the discretion of the company. Discounts will vary depending on seniority of the staff member.		05/08/2024	31/08/2025
No Optional Extras		€			31/07/2024	
Deposit		€	A booking deposit, of 100% of fees per child is required. The balance of the deposit will be held on account for the duration of child's enrollment at Tigers Childcare. If your Child is offered a place and doesn't commence at the service your deposit will be forfeited		26/08/2024	31/08/2025

3.9.3 - Section C – Other Additional Information

* These are entirely optional to parents

3.10 The changes to our Fees Policy as applicable on September 30, 2021 (or when we first became a Partner Service, whichever is earlier), are as follows:

3.10 (a) The following new Service Types ARE available:

Fee Type Name	SAC/ELC	Age Range	Min Age	Max Age	ECCE available for ECCE Eligible Children	Session Start time	Session finish time	Incorporated Services ?	Choose incorporated Service	Additional Information	No. hours per day	No days per week	No. hours per week	Fee (less ECCE 3 Free Hours (€))	Full Fee
														€	€

3.10 (b) The following Service Types are NO LONGER available:

Fee Type Name	SAC/ ELC	Age Range	Min Age	Max Age	ECCE available for ECCE Eligible Children	Session Start time	Session finish time	Incorporated Services ?	Choose incorporated Service	Additional Information	No. hours per day	No days per week	No. hours per week	Fee (less ECCE 3 Free Hours (€))	Full Fee
														€	€

4. Quality measures

As a Partner Service, we are committed to delivering quality for children and families. There are number of ways we can show this.

4.1 Our staff have the following qualifications:

Room/Session	Qualification
All Rooms	Level 5 or above

4.2

<input checked="" type="checkbox"/>	We are actively working to implement our Quality Action Plan and we will report on progress at the end of the year to the Department of Children, Equality, Disability, Integration and Youth and our parents / guardians.
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Tigers Childcare- Castleknock will display the end of year QAP report in an area accessible to parents/guardians as well as on any online platform maintained by the Tigers Childcare- Castleknock for the purpose of advertising its service or providing information to parents/guardians.

Queries -If you have any queries or wish to discuss any of the above, please contact **Ciara Fitzpatrick**. **Alternatively, you could address queries to your local City/County Childcare Committee (CCC). A list of CCC contact details is available from www.myccc.ie**

Tigers Childcare- Castleknock will display this Parent Statement at all times in an area accessible to parents/guardians as well as on any online platform maintained by the Tigers Childcare- Castleknock for the purpose of advertising its service or providing information to parents/guardians. Tigers Childcare- Castleknock will print and co-sign a Parent Statement for each family. A copy signed by Tigers Childcare- Castleknock and the parent/guardian will be retained on file. Any changes to Fee Policies will require that an updated Parent Statement is displayed and Tigers Childcare- Castleknock will issue updated Parent Statements by email to our parents/guardians and retain proof of the associated email.

Include here a list of children enrolled at the service:

Use BLOCK CAPITALS:

Child first name	Child family name

This Parent Statement, which is an agreement solely between the parent/guardian and the provider, sets out what is on offer at Tigers Childcare- Castleknock and the applicable fees. If these terms conflict with the terms of any other agreement between Tigers Childcare- Castleknock and the parents/guardians then this takes priority, however any parts of any existing agreement that do not conflict remain in force and are not affected by this Parent Statement.

Programme Year:	2024/2025
Signed on behalf of:	Tigers Childcare- Castleknock
	14FL0516
Signed – Parent/Guardian:	
Parent/Guardian name in BLOCK CAPITALS:	
Date:	