Parent Statement for Partner Services

1. Welcome to our Partner Service

Hope Childcare, Presentation Secondary School Joe Murphy Road Ballyphehane T12YH04, is a Partner Service, working together with the Department of Children, Disability and Equality, 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 a supply side funding stream to develop a closer 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 and accessibility 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 Hope Childcare and the parents/guardians that use our service. The Minister of Children, Disability and Equality 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 08:00 to 18:00 Monday to Friday for 50 weeks per year.

At Hope Childcare we offer the following services to children and their families:

☒	Sessional Care for Early Learning & Care (ELC) excluding ECCE provision
☒	Sessional pre-school under ECCE (Free Pre-school)
☒	Full day care/part time care for Early Learning & Care (ELC)
☐	Term time School Age Childcare
☐	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 Partner Service is in contract to deliver the:

☒	National Childcare Scheme (NCS)
☒	Early Childhood Care and Education (ECCE) programme
☐	Community Childcare Subvention Plus (CCSP) Saver Programme

Early Childhood Care and Education Programme (ECCE)

ECCE provides for 15 hours per week of preschool provision for 38 week services or 14 hours per week for 41 week services per year before children start primary school at no charge to parents. A child is eligible to start ECCE in the September term once they have turned 2 years and 8 months of age on or prior to 31 August that year.

If you are availing of additional childcare, the balance of the childcare fees that you have to pay are the child's fees minus the 15 hours per week of preschool provision for 38 week services or 14 hours per week for 41 week services your child is eligible for. The hours you are awarded is paid by the Department to Hope Childcare for your child. Any additional childcare hours you are using outside of ECCE are eligible for an NCS subsidy (see details below).

Hope Childcare must provide you with written details of how the balance of your childcare fees are calculated (that is, the fee we charge less your free hours per week of preschool provision).

Kate O'Connell will support you in registering your child for the ECCE programme in our service if your child meets the eligibility criteria. Further information about ECCE is available here - https://www.gov.ie/en/publication/2459ee-early-childhood-care-and-education-programme-ecce/

Please note: In the ECCE Programme you are not required or obliged to select or pay a deposit for any optional extras.

If you do avail of any optional extra, should you, at any time, wish to withdraw from any of the optional extras selected, you must provide Hope Childcare with 20 working days' notice.

Access and Inclusion Model (AIM)

The goal of AIM is to create a more inclusive environment in pre-schools, so all children, regardless of ability, can benefit from quality early learning and care. The model achieves this by providing universal supports to pre-school settings, and targeted supports, which focus on the needs of the individual child, without requiring a diagnosis of disability.
Further information about AIM is available here - https://aim.gov.ie/

Optional:

This service also has an Inclusion Coordinator, Sophie O'Rahilly who has a special qualification focused on supporting the inclusion of all children in the service.

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 Childcare Identifier Code Key (CHICK) 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 Hope Childcare and register your NCS subsidised hours of care. The hours that you will agree should be based on the hours you need and what Hope Childcare can offer you.

3) After Hope Childcare 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 Hope Childcare and you have confirmed on the system that all details are correct.**

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

Hope Childcare 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
Hope Childcare 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 Titilope Akinola who will provide additional clarification as required.

The below Fee Management requirements in section 3.1 only apply if we remain a Core Funding Partner Service.

If we choose to withdraw from the scheme during the programme year (September 2025 – August 2026) we are required to give you, and Pobal the scheme administrator, 3 months written notice of our intention to withdraw.

The Department offers us, as a Partner Service the option of availing of Case Management supports if we are experiencing concerns souring our viability as an alternative to withdrawing from the scheme, and removing the benefits of the scheme to parents.

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 2025/2026 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.

☒	**a) Our service was in existence on or before 30 September 2021** As a Partner Service, we are committed to operating the effective 'fee freeze' for Programme Year 2025/2026. This means that we will not charge our parents/guardians more for the same service than what we were charging in September 2021.
☐	**b) Our service was established after 30 September 2021** As a Partner Service, we are committed to operating the effective 'fee freeze' for Programme Year 2025/2026. 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.

3.1 (A) Fee Increase Assessment

After undergoing the Fee Increase Assessment process, we were granted approval from the Department to increase one or more of our fees. A letter from the Department is available on request, detailing the eligible fee, or fees, and the amount that was approved. Please do not hesitate to contact Titilope Akinola who will provide the approval letter to you.

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 deposits[1] 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 2025/2026 programme year once your child's registration is approved on the Early Years 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 Department 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, all additional extras must be entirely optional to parents/guardians and charged for additionally. These must appear on the fee table as applicable.

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/individual 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/individual 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 directly with the Service if they chose to do so.

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.

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 2025/2026 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 Options

Programme Year: 2025/2026

Fee Type Fee 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:Mins per Day	Days per Week	Hrs:Mins per Week	Weeks per year	Full Fee	Fee (with ECCE deduction for 3 free hours)	Effective From	Effective To
ECCE only 9am-12pm	2y 8m - 5y	ELC	Yes	09:00	12:00			Yes	Meal		3.00	5	15.00	38	€0	€0	13/10/2025	
Wobbler full day care 8am-6pm	1y - 2y	ELC	No	08:00	18:00			Yes	Meal		10.00	5	50.00	52	€278.3	€	25/08/2025	
Toddlers full day care 8am-6pm	2y - 3y	ELC	No	08:00	18:00			Yes	Meal		10.00	5	50.00	52	€253.3	€	25/08/2025	
Montessori full day care with ECCE included 8am-6pm	2y 8m - 5y	ELC	Yes	08:00	18:00			Yes	Meal		10.00	5	50.00	38	€243.3	€178.8	25/08/2025	
Montessori full	2y 8m - 5y	ELC	No	08:00	18:00			Yes	Meal	For NON term time -	10.00	5	50.00	14	€243.3	€	25/08/2025	

day care with ECCE NOT included 8am-6pm										Midterms, Christmas, Easter and summer breaks								
ASD class extra hours 5 hours per day	3y - 8y	ELC	No	13:00	18:00			Yes	Meal		5.00	5	25.00	48	€170	€	13/10/2025	

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

Type	Extras	Amount	Frequency	Other	Description	Additional Detail / Conditions	Effective From	Effective To
Deposit		€75	Once Off		ECCE only deposit, refundable once registered under ECCE scheme		25/08/2025	
Optional Extra	One Paid Preschool Trip	€50	Once Off		End of year trip		25/08/2025	
Discount		€	Monthly		10 % per cent discount on older siblings fee's		25/08/2025	
Deposit		€	Once Off		2 weeks fee in advance, refundable as per		25/08/2025	

					terms and conditions			

* These are entirely optional to parents/guardians.

3.9.3 - Section C – Other Additional Information

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
Toddlers	Level 8 and level 6
ASD	Level 8
Wobblers	Level 8 and level 6
ECCE	Level 8 and level 6 and Level 5

4.2

☒	**We are actively working to implement our Quality Inclusion Practice Plan (QIPP) and we will report on progress at the end of the year to the Department of Children, Disability and Equality and our parents/guardians.**

Hope Childcare will display the end of year QIPP report in an area accessible to parents/guardians as well as on any online platform maintained by the Hope Childcare 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 **Kate O'Connell. Alternatively, you could address queries to your local City/County Childcare Committee (CCC). A list of CCC contact details is available from City and County Childcare Committees.**

Hope Childcare 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 Hope Childcare for the purpose of advertising its service or providing information to parents/guardians. Hope Childcare will print and co-sign a Parent Statement for each family. A copy signed by Hope Childcare and the parent/guardian will be retained on file. Any changes to Fee Policies will require that an updated Parent Statement is displayed and Hope Childcare will issue updated Parent Statements by email to our parents/guardians and retain proof of the associated email.

In this section include details of the child(ren), in this family only, enrolled at the service (as per parent/guardian name below):

Use BLOCK CAPITALS:

Child first name	**Child family name**

This Parent Statement, which is an agreement solely between the parent/guardian and the Partner Service, sets out what is on offer at Hope Childcare and the applicable fees. If these terms conflict with the terms of any other agreement between Hope Childcare 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:	2025/2026
Service Provider Name:	Hope Childcare
Service Reference No.:	24CY0291
Signed – Parent/Guardian:	
Parent/Guardian name in BLOCK CAPITALS:	
Date:	