



FEE POLICY

POLICY STATEMENT

Clovelly out of School Care sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider creates the budget annually, or as necessary, and monitors it carefully throughout the year.

PROCEDURE

Child Care Subsidy

- Families who are eligible for the Federal Government's Child Care Assistance subsidy will have CCS applied to their account, and families must first register with the Family Assistance Office.
- The service will provide families with information relating to Additional Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.
- The center requires correct CRN details to be included on the enrolment form for this purpose.

Bookings and cancellations

- Each family is expected to make routine bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's routine booking at the service are required to provide two (2) weeks written notice to the Nominated Supervisor or they are liable to pay the equivalent of two weeks childcare fees to the service.
- All changes to routine care bookings must be approved in the parents 'My Gov' account.
- The service does not accept cancellations and no refunds will be given to vacation care bookings after the form has been submitted and a confirmation email provided.
- Routine bookings for the new school year begin on the first week of term and fees must be paid regardless of if the children are in attendance. There are no delayed starts to routine bookings as these places are permanent and must be paid for to secure the place.

Absences

- Fees are payable for family holidays and sick days if those days fall on a day that a child is routinely booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.
- Parents must notify the center if their child is going to be absent from a routine care session before the start of the session. Parents will incur a search fee of \$15 if notice has not been provided.

Service closure

- No fee is charged while the service is closed over the Christmas/New Year period.



Payment of Fees

- Families are required to pay for their routine care through our direct debit system. This debit can be applied to a nominated credit card or bank account.
- Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected.
- Any bank charges incurred due to default of this debit will be the responsibility of the account holder.
- Families with routine bookings will have any fees incurred for casual bookings included on their account in the fortnight after the care. Families with only casual care will be charged for fees in the same way.
- Arrears over 28 days may result in cancellation of the child's out of school care booking. Families are encouraged to contact the Nominated Supervisor as soon as possible if payment is a problem, to work out a payment plan.
- Accounts must be settled by the end of each term to book Vacation Care places.
- Accounts must be settled by the end of each term to continue care in the following term, failure to balance accounts may result in routine bookings being canceled and reallocated to families on the waitlist.
- Failure to pay fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

Statements

- Fee Payment Statements will be automatically sent fortnightly via email the day prior to the debit occurring. Families must provide a current email address to the center and ensure that funds are available for the debit.
- Parents must assume responsibility for reading their emailed fortnightly statements and cross checking that the information such as days and sessions are current and correct.

Debt recovery

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the outstanding fees.
- Where a family owes any overdue fees to the service, the child's enrollment may be suspended, until all outstanding fees are paid, or both parties agree to a payment plan.

Late collection fee

- The service operates from (BSC: 7 – 9am, ASC: 3pm – 6pm and VAC: 7:30am – 6pm). Educators are unable to accept children in the service outside of these hours. Should children be present after the closing time a late fee of \$20 plus \$1 a minute will apply.
- The hours and days of operation of the service will be displayed prominently within the service as set forth by the National Regulations.
- Wherever possible parents should advise the Centre when they will be late to collect their child.
- In circumstances that are beyond the control of families, such as weather and traffic incidents, which may result in late arrival to collect their child, the Nominated Supervisor will have the discretion to decide if families will be charged the late fee.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case the Nominated Supervisor will meet with the family to discuss this. Currently families are allowed 4 late collections per term before a warning is issued.



Confidentiality

- All information in relation to fees will be kept in strict confidence. Educators, management or the Approved Provider will not discuss individual names and details openly.
- Families may access their own account records at any time.

Increase of fees

- The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of thirty days' notice of any fee increase as set forth by the National regulations.

Membership

- The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of an Incorporated association, one representative of the child's family is entitled to voting rights at any general Meeting held by the servicer and may be nominated (with consent) for a position on the Management Committee at the Annual general Meeting.
- A membership fee of \$80 is payable on an annual basis.

Other Fees

- A \$15 administration fee will be charged to parents who fail to correctly sign in/out their children on the digital Qik Kids kiosk in the foyer.
- A \$10 fee will be charged to parents who let their children sign in/out on the QikKids kiosk iPad.
- A \$15 'search fee' will be charged if parents fail to mark their child as absent **via the My Family Lounge App** prior to 8:30am for Before School Care, and prior to 2:45pm for After School Care, on the day of their After School Care booking.
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Fees effective as of June 2024

<i>Type of Care</i>	<i>Routine Booking</i>	<i>Casual Booking</i>
<i>Registration Fee</i>	<i>\$80 per family</i>	
<i>Before School Care</i>	<i>\$16</i>	<i>\$19</i>
<i>After School Care</i>	<i>\$24</i>	<i>\$28</i>
<i>Vacation Care</i>	<i>\$90</i>	<i>\$95</i>



RELEVANT DOCUMENTS FOR CONSIDERATION

Education and Care Services National Regulations

National Quality Standards

Parent Handbook

Version number	Date effective	Description of amendment
4	May 2018	Changes to wording in accordance with the changes to the National Regulations and introduction of CCS
5	July 2019	Fee increase as set by management
6	April 2020	Changes to wording
7	March 2021	Introduction of new fee
8	January 2024	Increase of routine booking and casual fees as set by management
9	February 2024	Changes to wording – notification of absences
10	June 2024	Changes to wording - Additional Child Care Subsidy Changes to wording - Other fees - \$15 search fee Fee increase as set by management (vacation care)

Considered and accepted by the Management Committee (representative) – B. Gibney

Considered and accepted by the staff (representative) – Allison Richardson