



Fees Policy

Policy Statement

We aim to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the centre's required income.

Procedure

Setting Fees

- ★ Fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Fee Payment

- ★ Fees can be paid weekly, fortnightly, monthly or by the term, but must be kept up to date.
- ★ Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or holidays. CCS is paid for sick days and up to 30 days allowable absences per session per year, and for public holidays.
- ★ 24 hours prior notice is to be given to the Coordinator for any changes to the days of care or cancellation of care.
- ★ If no notice is given fees are to be paid.
- ★ Fees can be paid via internet banking, cash or chq; envelopes are situated in the OSHC office on top of our payment's box.
- ★ Please see the Coordinator to make any alternative arrangements.
- ★ A dated receipt will be provided for each payment.
- ★ All records will be kept confidential and stored in a locked filing cabinet. Parents may access particulars of their fees at any time and information given in writing upon request.

- ★ After School Care fee rates differ for permanent term by term bookings and casual bookings. Families who book permanent days each term will secure a reduced fee. Permanent bookings can be cancelled and the fee reversed if 24 hours notice is given. Consistent cancellations of permanent bookings may result in the casual After School Care fee being charged. This will be determined by the Coordinator.

Parent Entitlements for Fee Assistance

The centre is approved to offer Child Care Subsidy (CCS) to eligible families. This benefit is paid to the centre unless otherwise instructed by the parent. The instruction in the Handbook provided by the Department of Family and Community Services should be followed. Parents and carers should receive all necessary documents and be informed of how to make their application to the Family Assistance Office (FAO).

Families cannot be offered CCS until assessments are completed.

The Coordinator will ensure that all necessary information is available and notices posted to inform parents of availability of CCS.

All documentation pertaining to CCS should be kept for the specified time and made available to Commonwealth Departmental Officers on request.

Overdue Fees

Parents are encouraged to discuss any difficulties that may have in paying fees with the Coordinator, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.

If no previous arrangements have been made regarding overdue fees the centre will:

After 1 week overdue: Send a reminder note regarding overdue fees

After 2 weeks overdue: Write a letter reminding them to discuss any problems they may be having in paying fees with the coordinator and informing them that their child's place may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.

After 3 weeks overdue: Personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place if no arrangements can be made.

After 4 weeks overdue: If no arrangements have been made to pay the fees or the agreement made has not been kept the child's place will be cancelled.

If the above procedures are not effective, details of unpaid fees should be referred to the Management to commence debt recovery procedures.

Late Fees

Any Parent who collects their children after 6pm will be charged a late fee as set by management.

\$10 each 15mins after 6pm

Wherever possible, parents should advise the centre when they will be late to collect their child.

If a parent continues to collect their child after 6pm, the Coordinator will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

Date Endorsed

Date for review & Evaluation

