



# Fees Policy

## POLICY STATEMENT:

Our service sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality centre for children, families and the community. We strive to ensure that our centre is affordable and accessible to families in our community. The Management Committee ratifies the budget annually and in conjunction with the Coordinator, monitors it carefully throughout the year.

## PROCEDURES:

### Setting Fees

- Fees are to be set on an annual basis by the Coordinator and Management Committee, based on the annual budget and ensuring that the required income will be received to run the Centre efficiently.
- Fees will be reviewed each term based on attendance and the centre's ability to meet the running costs. Parents will be given at least two weeks' notice of any changes in the fees.

### Fee Schedule

- The fees payable for services during calendar year 2017, are subject to change at the discretion of the Management Committee, and are as follows:

	<b>Permanent Rate</b> (per session)	<b>Casual Rate</b> (per session)
<b>Before School Care</b>	\$12.50	\$14.50
<b>After School Care</b>	\$21.50	\$23.50

	<b>In-centre day</b>	<b>Excursion day</b>
<b>Vacation Care</b>	\$52.00 plus incursion activity cost, lunch cost	\$57.00 plus transport cost, excursion activity cost

- Fees are to be paid two weeks in arrears via direct debit.
- 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 any other reason. To ensure equity of access, it is not possible to retain a booking in respect of a day except by paying the fee applicable for attendance on that day in the same way as if the child had attended the Centre.
- A dated receipt will be provided in the payment statements. All records will be kept confidential and stored appropriately.
- Parents will be provided with fee statements via email and/or parents on a fortnightly basis. Parents may access details and information regarding their fees at any time upon written request.

## Vacation Care

Parents must check all details relating to incursions and excursions. The cost of the incursion or excursion will be added onto the base rate as an additional fee. These activities are compulsory and the associated additional fees are required to be paid. Incursions and excursions go ahead regardless of weather, unless cancelled by the operator or it is deemed unsafe.

For excursions, the applicable Excursion Authorisation Forms must be completed.

Children must arrive at school and sign-in at least 15 minutes before the bus departure time for all excursion days. Staff will not wait for late arrivals and fees will not be refunded, so please ensure you are on time.

## Child Care Benefit

- The Centre is approved to offer the Child Care Benefit (**CCB**), including the Child Care Rebate (**CCR**) to eligible families. Most Australian families are eligible to receive the **CCB** and/or the **CCR**. To have **CCB** and/or **CCR** applied to your account, families must first register with the Family Assistance Office then provide all relevant information to the centre. The Centre encourages families to authorise their **CCB** / **CCR** to be paid directly to the Centre.
- The **CCB** is a means tested benefit in which those families eligible receive a benefit paid by the Commonwealth to reduce the cost of child care for their child/ren. The **CCR** is a non means tested payment in which families receive a 50% rebate towards their out of pocket child care expenses. This payment is subject only to parents/guardians satisfying a working/study test.

- **ABSENCES** – each child is allowed 42 **CCB / CCR** supported absences each financial year. If a child has been recorded as having more than 42 absences in a financial year the family may lose their entitlement to claim the **CCB / CCR** for any future absences in that year without a special reason and supporting documentation. If a public holidays falls on a regular booked day this will be included as an absence.
- All documentation pertaining to the **CCB / CCR** should be kept for the specified time as per CCMS regulations and made available to Commonwealth Departmental Officers on request.
- The Centre will supply families with information about the **CCB / CCR**, its availability, and how they access these benefits via in the Family Information Handbook.

## Bookings and Cancellations

- Each family is required to make bookings in advance for the care sessions required, either permanent or casual. Bookings will only be accepted when families have completed the Centre's Enrolment Form in full and the enrolment fee has been paid.
- Families wishing to cancel their child's permanent booking/s at the Centre are required to provide two weeks written notice to the Centre Coordinator.
- If parents wish to suspend enrolment for a period (either in respect of one or more days of care or in respect of the entire enrolment) then they will need to provide notice of cancellation of the enrolment as set out above. The relevant place will be offered to the next child as per the waiting list procedures. If the parent or carer who cancelled the enrolment then wishes their child to return to care on the relevant day or days, this will be treated in the same way as a new enrolment/booking request.
- Cancellation of casual booking will be charged if less than 24 hours notice is given to the service.

## Absences

- Families must at all times notify the centre when their child/ren are going to be absent from a booked session of care.

This can be through the following methods:

- Email: [hello@hhoosh.com.au](mailto:hello@hhoosh.com.au)
- Phone: 9816 1903
- Mobile/ text: 0424 474 064
- My Family Lounge Portal

- Fees are payable for any session that a child is booked into the centre, including both when they are in attendance and when the child is absent for whatever reason, including but not limited to: sick days, family holidays, school excursions.

The Centre will provide families with information about absences and the **CCB / CCR** and will adhere to the Child Care Management System (CCMS) in relation to absences.

### Non-notification of Absence Fee - After School Care

- Families who fail to notify the Centre of their child's absence from an After School Care session by 3pm (using methods noted above) on the day in question will be charged a non-notification fee of \$10 per occurrence. Due to strict regulations staff are required to follow up on a child's absence from care and the time and effort to chase up missing children puts a large burden on the Centre's operations.

### Centre Closure

- No fee is charged while the Centre is closed over NSW Public School holiday periods and NSW Public Holidays.

### Late Collection

- The Centre operates from 7:15am to 8:45am for before school care, from 3:00pm to 6:00pm for after school care and from 8:00am to 6:00pm for vacation care . The Centre is unable to accept children outside of these hours. Should children be present after the closing time of 6:00pm, a late fee of \$10.00 (per family) per five minutes will apply. The fee for late collection of children will be recorded and added to the weekly fee statement.
- The hours and days of operation of the Centre will be displayed prominently within the Centre (Regulation 173).
- In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.

## Methods of Payment

- Fees can be paid to the Centre using the following methods:
  1. Direct Debit Hunters Hill Public School Before & After School Care has partnered with Debitsuccess to provide you with this service. Debitsuccess Pty Ltd is a fully compliant Direct Debit service. Debitsuccess is an Australian Financial Services licensee (AFSL 338256) and has a stringent set of compliance and quality assurance measures in place. Direct Debit form is to be completed and attached with child/ren enrolment form.

### Direct Debit Fees

Administration Fee:	paid by HHOOSH
Bank Account Transaction fee:	paid by HHOOSH
Credit Card Transaction Fees:	Visa/mastercard 1.87%

A dishonor fee of \$11.90 is applied per dishonored transaction.

- Fees will be charged on a fortnightly basis in arrears, payments will be made on a Monday.
- The Centre **does not** accept any cheque or cash payments.
- Families will be given a minimum of 14 days' notice of any changes to the way in which fees are collected (Regulation 172).

## Overdue Fees & Debt Recovery

- Families are encouraged to discuss any difficulties that they may have in paying fees with the Coordinator whom has the discretion to suggest alternative options and agree to an appropriate payment plan.
- Any arrangements outside of those in this policy will be documented by the Coordinator and will need to be signed by the parent/guardian, Coordinator and Management Committee representative.
- Where a family owes any overdue fees to the Centre, the child's place may be suspended, until all outstanding monies are paid, or until both parties agree to a mutually acceptable payment plan.
- The Centre reserves the right to suspend or cancel the enrolment of a child/family when consistent late payment is presented or when a family refuses to pay outstanding monies to the Centre.

- The Management Committee reserves the right to take action to recover debts owing to the Centre. This can include the engagement of debt collectors to recover the monies owed.
- All accounts need to be settled by the end of each Term.
- Fees not paid by the due date will be followed up using the Overdue Fee Strategy below:
  1. An initial letter stating fees are overdue will be sent 5 working days after the fees due date, giving five working days for payment. A late fee of \$25 will be added to the invoice.
  2. If payment is not received, families will be invited, by telephone, to attend a meeting with the Centre Coordinator, and the Treasurer if appropriate, within five working days to discuss a payment plan.
  3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within five working days, or a payment plan entered into, the child will be unable to attend the Centre.
  4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2 and repeated once.

### Confidentiality

- All information in relation to fees paid by individual families will be kept in strict confidence. Members of staff, management or the Management Committee will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time by requesting specific information from the Coordinator

### Increase of Fees

- The fees are set by the Management Committee and the Coordinator 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 fourteen days' notice of any fee increase (Regulation 172).

### Acknowledgement of Responsibility to Pay Fees

- Families will be required to read and sign "Conditions of Enrolment" of the Centre's Enrolment Form.

## CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Service policies/documentation	Other
168(2)(n), 172, 173	6.1, 7.3.	<ul style="list-style-type: none"><li>- Service Enrolment form</li><li>- Family Handbook</li><li>- Confidentiality Policy</li><li>- Governance &amp; Management Policy</li></ul>	<ul style="list-style-type: none"><li>- A New Tax System (Family Assistance) Act 1999</li><li>- Child Care Management System</li><li>- Child Care Benefit/Child Care Rebate</li></ul>

## ENDORSEMENT BY THE SERVICE:

Approval date: \_\_11/06/19\_\_

Date for Review: \_\_11/06/2020\_\_