

Coowarra Out Of School Hours



Care Service Inc

Fee Policy

POLICY STATEMENT

Coowarra OOSH aims to provide a quality service that is affordable. Fee levels will be set by the management committee and reviewed annually.

PROCEDURE

Setting Fees

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

Fees will be reviewed when required based on attendance and the centre's ability to meet the running costs. Parent/guardians will be given at least two weeks notice in writing of any changes in the fees.

Fee Payment

Fees can be paid weekly, fortnightly, monthly or by the term but must be kept up to date for the current week of attendance.

Casual or emergency care must be paid for on the week of care.

Fees are to be paid for the days a 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 42 allowable absences per calendar year.

Two week prior notice in writing is required for cancellation or changes to care.

Fees are receipted weekly on Mondays. Fees are paid by direct deposit into our account using the family name as reference.

All records will be kept confidential and stored appropriately. Parent/guardians may access particulars of their fees at any time and information given in writing upon request.

Invoices will be sent to parents weekly. Parents can access statements detailing child care subsidy and usage via their HubHello account.

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Child Care Subsidy

The centre is approved to offer Child Care Subsidy to eligible families. This subsidy is paid to the service and reduces the parents out of pocket expenses. The instructions in the handbook provided by the Department of Family and Community Services are followed.

It is the parent's responsibility to obtain a Customer Reference Number (CRN) for themselves and their children. It is the parents responsibility to supply the service with the following 4 important pieces of information

1. Parent Customer Reference Number (CRN) from Centrelink
2. Parent Date of Birth
3. Childs Customer Reference Number(CRN) from Centrelink
4. Child's Date of Birth

Some absences are allowable without affecting payment of Child Care Subsidy. If a child does not attend the session of care, or part of the session of care, the Service is still taken to have provided the session and Child Care Subsidy can still be paid, as long as the absence is allowable. An absence is allowable if the care was booked and an individual was liable to pay for that care. A child can have 42 allowable absences in a financial year, but more may be allowable in particular circumstances (such as due to illness).

CCS entitlements will not apply after the child's last present day of care, as per legislation. Families will pay full fees if their child's last day/s are absent days, once notice of termination is given, in writing, to the Coordinator.

If a child is enrolled and is absent before their first physical day in care, any absent days will be charged at full fees. CCS does not apply until a child's first physical day at the Service.

Centrelink will not pay CCS entitlements before your child has physically started in care or after your child's last physical day in care, however as we are holding a place open for your child so we require fees to be paid in full.

Parents and guardians should contact Centrelink if further information is needed for CCS.

Overdue Fees

Reminders will be sent when fees are overdue for one week and 2 weeks overdue.

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Parent/guardians are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator, who will discuss and make suitable arrangements for payment of fees.

If no previous arrangements have been made for payment of overdue fees the centre will:

On 3 weeks overdue Issue a final notice advising if fees not received or arrangements made to do so by Friday of the given week, the child's place will be cancelled, but the outstanding fees are still payable.

On 4 weeks overdue If arrangement not made, the child's position is made vacant.

After this, debt recovery action will be taken and parent/guardians will be liable for any costs involved. This can include a debt recovery firm or lodgement with the small claims court.

Late fees

Any parent/guardian who collects their child after closing will be charged a late fee as determined by management to help cover the costs of overtime.

Parent/guardians will be advised of the late fee upon picking up of their child.

Wherever possible parent/guardians should advise the centre when they will be late to collect their child.

If a parent/guardian continues to collect their child after closing, the Nominated Supervisor will need to discuss other options with them, as defined in the 'Dropping off and Picking up Policy'.

Administration fee

All families are required to pay an annual administration fee upon enrolment. This fee is set by the management committee. It is added to accounts in January each year.

Non-notification fees

Any family that fails to inform the Service of their child's absence by 9.30pm on the booked day for after school care, where Staff are required to search for your child, will incur a non-notification fee per day.

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CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation
168 (2)(n) Education and Care Services have policies and procedures	7.3 Administrative systems enable the effective management of a quality service	<ul style="list-style-type: none">- Parent Handbook- Confidentiality- Maintenance of records policy- Dropping off and Picking up children Policy

UPDATED AND ENDORSED: January 2023

DATE FOR REVIEW AND EVALUATION: June 2028