Fees

POLICY STATEMENT:
Mt Kuring-Gai OOSH 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 ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

PROCEDURES:

a) Fee Schedule:

<table>
<thead>
<tr>
<th></th>
<th>Rate</th>
<th>per child</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permanent Bookings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morning Session</td>
<td>$11.00</td>
<td></td>
</tr>
<tr>
<td>Afternoon Session</td>
<td>$22.00</td>
<td></td>
</tr>
<tr>
<td><strong>Casual Bookings</strong></td>
<td>Subject to availability</td>
<td></td>
</tr>
<tr>
<td>Morning Session</td>
<td>$13.25</td>
<td></td>
</tr>
<tr>
<td>Afternoon Session</td>
<td>$25.00</td>
<td></td>
</tr>
<tr>
<td><strong>Staff Development Days</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-excursion</td>
<td>$50.00</td>
<td></td>
</tr>
<tr>
<td>Excursion / Incursion</td>
<td>$60.00</td>
<td></td>
</tr>
</tbody>
</table>

Late pick up fee (after 6.30pm): $10.00 per child per ten minutes late or part thereof.

Late Payment: If fees are not kept up to date (i.e. more than three weeks outstanding) a late payment fee of $25.00 may be charged.

b) Registration

- 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 the Incorporated Association, one representative of the child’s family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.
- A membership fee is payable on an annual basis. Membership fee schedule is as follows: $15.00 First Child, $12.50 Second Child, $10 Third Child and $5.00 if attending Staff Development Days only.
c) **Child Care Benefit**

- Australian families may be eligible to receive Child Care Benefit as assessed by the Family Assistance Office. Families who are eligible for the Federal Government’s Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB applied to their account, families must first register with the Family Assistance Office.
- In addition, the government provides an additional 50% tax rebate to families for out of pocket childcare expenses via the Child Care Rebate (CCR). CCR is paid fortnightly either to the family or the service. The service encourages families to authorise the CCR to be paid directly to the service.
- The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.

d) **Bookings and cancellations**

- Each family is expected to make 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 a permanent booking are required to provide 2 weeks written notice to the Nominated Supervisor or they are liable to pay the equivalent of two weeks child care fees to the service.
- If you have a casual booking for any session and your child is not able to attend, please notify staff prior to the start of the session. Any casual bookings not cancelled more than 24 hours before the start of the session may incur a $5 administrative fee.

The management committee may waive the administration fee in exceptional circumstances.

e) **Absences**

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences.

f) **Service closure**

- No fee is charged while the service is closed over the School Holiday period.

g) **Payment of Fees**

- Fees must be paid once invoiced, within the stated due date. A statement of fees charged by the service will be provided to all families (Regulation 168). If you have a permanent booking your weekly statements will be forwarded via email where possible otherwise one will be posted. For casual users, statements and correspondence will be forwarded via email or will be sent via your child.
• Fees should not be outstanding for more than three weeks.

• Should you at any time experience difficulty paying your fees please speak to the Nominated Supervisor, OOSH President or the School Principal, so that alternative arrangements can be made. All discussions will be confidential.

• Failure to pay unpaid 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.

h) 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 monies owed.

• Where a family owes any overdue fees to the service, the child’s place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
  1. An initial letter stating fees are overdue will be sent 3 weeks after the fees due date. A late fee of $25.00 will be added to the invoice.
  2. If payment is not received, families will be invited, by telephone, to attend a meeting with the Nominated Supervisor and Treasurer within 7 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 5 working days, or a payment plan entered into, the child will be unable to attend the service.
  4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
  5. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

i) Late collection fee

• The service operates from 7:15am-9:00am and 3:30pm-6:30pm during Term time and from 7:15am-6:30pm on Staff Development days. Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of $10.00 per child per ten minutes will apply.

• The hours and days of operation of the service will be displayed prominently within the service (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.

• 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.
j) **Methods of Payment**

- Fees can be paid by:
  
  - Direct Deposit - from your bank account to the service’s bank account. Details of the service’s bank account are included in the Parent Handbook.
  
  - Cheque – made out to Mt Kuring-Gai Before and After School Care Centre. The Service does not accept Cash payments.

- Families will be given a minimum of fourteen days’ notice of any changes to the way in which fees are collected (Regulation 172).

k) **Confidentiality**

- All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider 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, or particulars of fees will be available in writing to families, upon request.

l) **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 fourteen days’ notice of any fee increase (Regulation 172).

m) **Acknowledgement of responsibility to pay fees**

- Families are required to read and sign Section 9, *Payment of Fees* and Section 10, *Disclaimer/Informed Consent* of the service’s Enrolment Form.
**CONSIDERATIONS:**

<table>
<thead>
<tr>
<th>Education and Care Services National Regulations</th>
<th>National Quality Standard</th>
<th>Other Service policies/documentation</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>168, 172, 173</td>
<td>7.3</td>
<td>Enrolment Form</td>
<td>Child Care Management System</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Enrolment &amp; Orientation Policy</td>
<td>License Agreement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Delivery &amp; Collection of Children Policy</td>
<td>FAO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Confidentiality Policy</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Governance &amp; Management Policy</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Parent Handbook</td>
<td></td>
</tr>
</tbody>
</table>

**ENDORSEMENT BY THE SERVICE:**

Approval date: _____1<sup>st</sup> September 2015______________________________

Date for Review: ___1<sup>st</sup> September 2016________________________