



Woollooware Outside School Hours Care

(02) 9523 9971
34 Wills Road, Woollooware, 2230
info@woshc.com
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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 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.

CONSIDERATIONS

Education and Care Services National Regulations:
168, 172, 173.

National Quality Standard:
7.3.

Other Service policies/documentation:

Enrolment Form, Enrolment & Orientation Policy, Delivery & Collection of Children Policy, Confidentiality Policy, Governance & Management Policy, Parent Handbook.

Other:
Childcare Management System.

PROCEDURES

a. Bond

- Upon being offered a place at the service, the family is required to pay \$50.00 as a security bond.
- The bond secures a child's placement at the service, and is refundable at the termination of the child's place, provided that two weeks' notice in writing is given. The bond may be used to cover and/or settle your final account.

b. Membership

- The service is an Incorporated Association and as such, families enrolling their child 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 of \$1 (gold coin) is payable on an annual basis.

c. Child Care Benefit

- Most Australian Families are eligible to receive Child Care Benefit. Families who are approved to receive Child Care Benefit (CCB) will only be required to pay the daily gap fee. Alternatively families also have the choice to personally receive CCB as a lump sum this is calculated on lodgement of their annual tax return. All families wishing to claim CCB must first register with Centrelink.
- The government also provides an additional tax rebate to families who have registered for CCB via the Child Care Rebate (CCR). The family has the option to have CCR either paid directly to the service or to personally receive a quarterly lump sum. If CCR is paid directly to the service this further reduces the daily gap fee.



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- In addition the government also provides families with Special Child Care Benefit (SCCB), Jobs Education and Training (JET), and Grandparents Child Care Benefit.

d. Bookings and cancellations

- Each family is required 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 and paid all enrolment fees.
- Families wishing to cancel their child's place 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' child care fees to the service.

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 Christmas/New Year period, each fortnightly school holiday break, pupil free days and public holidays.

g. Payment of fees

- Families with permanent bookings are required to pay fees one week in advance. Casual bookings must be paid for on day of care or end of week if multiple bookings.
- Families will be provided with a Statement of Fees charged. All overdue fees, once invoiced, must be paid within the stated due date.
- 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 with the Administrative Officer, Nominated Supervisor or Management Committee.

e. 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:
 - i. An invoice showing overdue fees will be sent 7 days after the fees due date, giving 10 working days for payment.
 - ii. If payment is not received a \$20.00 late payment fee will be added to the invoice. A further invoice will be issued.
 - iii. If payment still is not received families will be invited by telephone to discuss a payment plan.
 - iv. Failure to adhere to the payment plan will result in the child/ren being unable to attend the service. 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.



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i. Late Collection fee

- The service operates from 7am to 9am and 3.30pm to 6.30pm. Should children be present after the closing time late fees will apply:
 - i. 0-15 minutes = \$15
 - ii. 15-30 minutes = \$30
 - iii. 30-45 minutes = \$45
 - iv. 45-60 minutes = \$70
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- 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. Non-Notification fee

- If the supervisor/floater has completed the Roll Call in the afternoon and cannot locate a child or children, educators will follow the above steps of asking other children and the school of the child's whereabouts.
- If the child/children are still unaccounted for, the Supervisor/ floater will then attempt to contact the child's guardians as listed on the enrolment form to locate the missing child/ren
- If contact is made with the child/ren's guardians and they confirm their child/ren's location and that the child/ren will not be attending WOSHC and there has been no communication from the family prior to the session, a search and non-notification fee may commence.
- Guardians will be given a warning for the first time this occurs. All subsequent absences without notification where the Guardian is aware the child will be knowingly absent from the service for that session, will be charged a \$10 flat fee for non-notification
- If non-notification becomes a repeated occurrence from any family, the Parent Committee and the Coordinator will review the fee and the family may face cancellation of their enrolment.

k. Methods of Payment

- Fees can be paid by:
 - i. Direct debit – from your bank account to the service's bank account. Details of the service's bank account are included in the Parent Handbook.
 - ii. Cheque – made out to WOSHC Inc
 - iii. The service does not accept any cash payments.
 - iv. Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected.

l. 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.
- Particulars of fees will be available in writing to families, upon request.

m. 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).



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n. Acknowledgement of responsibility to pay fees

- Families are required to read and sign the Registration Agreement and Payment Agreement on the final page of the service's Enrolment Form.

DATE ENDORSED: August 17, 2020

DATE FOR REVIEW AND EVALUATION: August 16, 2021