

FEES

Policy Statement

Fee levels will be set by the committee each year on completion of an annual budget and based on attendance and the centre's ability to meet the running costs, in keeping with our not-for-profit status. Fee levels will be set to ensure that an appropriate level of income is received to allow the centre to continue to operate efficiently. We strive to ensure that our service is affordable and accessible to families in our community. Fees will be reviewed annually Parents will be given at least 4 weeks' notice of any changes in the fees.

Procedure

Waitlist Fee

A non-refundable waitlist fee of \$10 per child or \$15 per family is to be paid to join the waitlist. This fee only needs to be paid once to secure the families position on the waitlist.

Bond

Upon being offered a place at the service, the family is required to pay \$100 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 week's notice in writing is given. The bond may be used to cover and/or settle your final account.

Families will be requested to provide the account details where they would like the bond to be refunded. If these details have not been provided within one calendar year of their child's last session at the centre, the bond will be considered a donation to the centre.

Membership Fee

A non-refundable membership fee of \$10 per child or \$15 per family is payable annually to cover the administration costs of enrolment and re-enrolment. The membership fee is charged to all active families in February of each year. If the child receives care in the same calendar year as when the waitlist fee was paid, a membership fee is not required for that calendar year.

Setting of Fees

Current fees and charges are displayed at The BOOSH Centre, detailed in the Parent Handbook and available on The BOOSH Centre website. Changes to fees are discussed at Monthly Parent Committee Meetings. All BOOSH Families are welcome to attend these meetings. If changes to the Fees are to occur, families will be notified individually via e-mail at least 4 weeks prior to the changes coming into effect.

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Child Care Subsidy

Child Care Subsidy is the payment made by Government to assist families with the costs of child care. It is paid directly to the service and passed on to families as a fee reduction. Families are required to make a co-contribution to their child care fees and pay the service the difference between the fee charged and the subsidy amount. The service is not directly involved in the calculation of a family's entitlements this is a matter between the family and Centrelink.

The family is responsible for ensuring that Centrelink has processed their information and they have logged on through MyGov to confirm their enrolment at the service. Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered at a later date by Centrelink and/or the service.

In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family full fees are payable until such time as the subsidy is reinstated.

If your child has not attended The BOOSH Centre for 8 continuous weeks the Department of Human Services will cancel your enrolment details in their system and you must re-confirm your child's enrolment details before Child Care Subsidy will be paid for future attendances.

Notified Absences and the Non-notification of Absence Fee

Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service unless 2 weeks notice is provided to the service (See Cancellation). Families are asked to notify the centre of their child's absence for any scheduled sessions.

A non-notification of absence fee will be charged for administration time of locating children who are scheduled to attend PM sessions at The BOOSH Centre but have been collected prior to sign in (3:25pm) or are not attending their session for any other reason, without prior notification to The BOOSH Centre of their absence. This fee is set at 50% of the afternoon session cost in addition to the afternoon fee. The fee is charged per child. Parents must notify The BOOSH Centre prior to 3:25pm on the day of the scheduled PM session if their child will not be attending.

Parents may notify The BOOSH Centre via phone, email, through My Family Lounge using the absent button, or by writing a message next to their child's name on the AM roll. While families can notify BOOSH Staff in person they must ensure that staff member has recorded the absence in the rolls folder.

Parents are also requested to notify The BOOSH Centre if their child will not be attending their scheduled AM session, as a courtesy. There will not be, however, a non-notification absence fee for the AM session.

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Child Care Subsidy is paid for up to 42 absences for each child per financial year. Once these 42 absences are reached Child Care Subsidy can no longer be estimated on the families statements and Full Fees will be charged. Families will then be granted Child Care Subsidy only on the days their child attends or in special circumstances for absent days, with required documentation.

Late Fees

Any family who collects their children after the centres advertised closing time, 6.30pm during after school care or 6:00pm during vacation care, will be charged a late fee as set by the committee, which will be added to the families account and show on their next statement of fees.

Late fee costs are detailed on the 'Late Pickup Register' which must be signed by the authorised guardian on arrival to The BOOSH Centre, as well as both staff members who have remained at the centre after hours.

Parents must advise the centre immediately when they suspect they may be late to collect their child. Staff will attempt to call parents whose children have not been collected just prior to closing time.

Consistently late pick-ups will not be tolerated. After 3 late pick-ups in one calendar year, any further late pick-ups will be referred to the committee and the child may be excluded from the centre.

Fee Payment

Fees are to be paid fortnightly at least two weeks in advance unless a separate written arrangement has been agreed to by The BOOSH Centre.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to unforeseen illness, unless the child is excluded on the grounds of a communicable disease or serious accident/injury.

An updated statement of fees will be sent automatically every fortnight via email. Families may request an updated statement anytime there has been a major change to a booking. Families must ensure their email registered at The BOOSH Centre is up to date and notify the centre immediately if they do not receive their statement of fees.

The preferred method of payment is through Direct Debit/Credit. On enrolment, families will be given a Direct Debit/Credit Request Form to complete and upload with their enrolment form should they wish to use this method. Families can change or cancel their direct debit at any time by contacting The BOOSH Centre. Payments can also be made via Bank Deposit. Parents must ensure the child's full name or other easily identifiable information is entered in the description. Please see the Centre Coordinator to make any alternative arrangements.

Fees Policy

Date endorsed: December 2018
Date for Review: December 2020

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Cash must not be handed to staff, nor will staff members be asked to supply change. If it is ever necessary to make a payment in cash this must be done with the Centre Coordinator in the presence of another staff. Cash or cheques will not be accepted from children under any circumstances.

Cancellation or changes

If families wish to **cancel** their child's enrolment at The BOOSH Centre during school term, they are required to provide **TWO (2) WEEK'S notice** in writing in order to have fees waived. Failure to do so will result in full fees being charged or bond withheld.

If parents wish to **change** their child's bookings or advise of a future absence at The BOOSH Centre during school term, they are required to provide **TWO (2) WEEK'S notice** via phone or email in order to have fees waived. Failure to do so will result in full fees being charged or bond withheld. A maximum of 20 session cancellations of this type per child per year is allowed. An afternoon OR a morning is considered ONE session.

Families can request to **Suspend** session for the duration of a term. Requests for suspension must be received by the end of week 5 of the previous term for administration and processing. This allows the Centre Coordinator to offer this temporary term spot to families on the waitlist.

Casual sessions are booked through the online booking system; My Family Lounge. Once booked, **casual sessions cannot be cancelled** and the fee for the day is charged to the family, regardless of the child's attendance.

Vacation care days are booked through the online booking system; My Family Lounge. Once booked, **vacation care cannot be cancelled** and the daily fee as well as incursion or excursion costs for the day is charged to the family, regardless of the child's attendance.

Service closure

No session fees are charged while the service is closed over the Christmas/New Year period.

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.

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Overdue Fees

Statements are issued each fortnight, 2 weeks in advance, with a due date for payment 2 days later.

Parents must notify The BOOSH Centre if they foresee any difficulty in paying fees and make a suitable arrangement for payment of fees before the fees become overdue.

If no previous arrangements have been made regarding overdue fee the centre will follow the following procedure:

- **One Week Overdue:** If one week after statements are issued the account remains unpaid, or has only received a part payment, a reminder statement will be issued via email.
- **10 Days Overdue:** If by next statement issue date (2 weeks after the original statement was issued) the account is still not paid in full, a late payment fee, 10% of the outstanding fees, will be added to the account.

If a family is suffering financial hardship they must contact the Centre Coordinator immediately to create a payment arrangement. Non-adherence to this payment arrangement is treated as overdue fees which can result in places at The BOOSH centre being cancelled.

- **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 at The BOOSH Centre may be cancelled.

If the above procedures are not effective 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.

This Policy is effective from the 7th January 2019. This date represents 4 weeks since the most recent proposed changes were advertised to families.

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Considerations:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/Documentation	Other
168, 172, 173	7.3	<ul style="list-style-type: none">• Enrolment & Orientation Policy• Delivery & Collection of Children Policy• Confidentiality Policy• Governance & Management Policy• Parent Handbook	NSW Department of Human Services

Date Endorsed 4th December 2018

Signed by Chris Parrish

Date for Review and Evaluation December 2020