

# **FEES**

## **Policy Statement**

The BOOSH Centre is a community based centre that aims to provide a quality affordable service.

## **Procedure**

### **Setting Fees**

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. Fees will be reviewed annually Parents will be given at least 4 weeks' notice of any changes in the fees.

### **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.

### **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. 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.

### **Non-notification of Absence Fee**

A non-notification of absence fee will be charged for administration time of locating children who are scheduled to attend the 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.

## **BOOSH - Beecroft Out Of School Hours**

### **Late Fees**

- Any parent 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 parent's fees statement.
- Late fee costs are detailed on the 'Late Pickup Register' which must be signed by the parent 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**

- Upon accepting an offer of a position at The BOOSH Centre each family must pay a bond of \$100 before sessions can be booked. This money will be held until written notification is given of the child leaving the centre. With the final statement the bond will be returned or offset against outstanding fees.
- Fees can be paid weekly, fortnightly, monthly or by the term but must be paid at least two weeks in advance.
- 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. CCB and CCR is paid for absence days up to 42 days per child each financial year. If your child is absent for one or more than one session of child care on the same day, such as both before and after school care, it is counted as one absence day.
- An updated fees statement will be sent automatically every fortnight via email. Parents may request an updated statement anytime there has been a major change to a booking. Parents must ensure their email registered at The BOOSH Centre is up to date.
- Vacation Care fees for each vacation care period will be issued in a statement the week prior to Vacation Care. Fees are due prior to the child's first Vacation Care day for that period.
- The preferred method of payment is through Direct Debit. On enrolment, parents will be given a Direct Debit Request Form to complete and upload with their enrolment form should they wish to use this method. Parents 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 Director to make any alternative arrangements.

### **Cancellation or changes**

#### **Fees Policy**

Date endorsed: September 2017  
Date for Review: February 2019

## BOOSH - Beecroft Out Of School Hours

- If parents 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 place their session on hold for the duration of the term. To place a session on hold for a full term parents must be apply by the end of week 5 of the previous term for administration and processing. This will procedure commence from week 6 of Term 2, 2017. This will allow the Director to offer this temporary term spot to families on the waitlist.
- **Vacation care** days are booked through the online booking system; My Family Lounge. Once booked, **cancellations to vacation care days are not accepted**. Cancellation of vacation care days will incur vacation care fees as well as incursion or excursion costs for the day. If a parent wishes to ADD additional days at a later date, this is also done through My Family Lounge and is subject to availability

### Fee records and fee changes

- All records will be kept confidential and stored appropriately. Parents may access details regarding to their fees at any time. Information may be given in writing upon request.
- Current fees and charges are detailed in the parent information factsheet and on The BOOSH Centre website. The parent information factsheet is provided to new families upon enrolment but a copy may be requested at any time. Any intention to change fees will be advertised to parents via school newsletter and within the centre. Once changes are confirmed parents will be notified individually via e-mail.
- 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 Director in the presence of another staff. Cash or cheques will not be accepted from children under any circumstances.

### Parent entitlements for Fee Assistance

The Centre is approved to offer Child Care Benefit (CCB) and Child Care Rebate (CCR) to eligible families. Information and instructions are provided by the Department of Human Services (Centrelink). Parents and carers should request all necessary documentation and information on how to lodge their application directly from Centrelink.

- The Child Care Benefit is paid to the centre unless otherwise instructed by the parent. Families can be offered CCB when all assessments are completed and they have provided their CCB number.
- The Child Care Rebate is additional assistance if you use Child Care Benefit approved child care. The CCR covers 50 per cent of your out-of-pocket costs up to the annual cap. You have the option

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to receive your CCR paid fortnightly, either directly to your bank account, or directly to The BOOSH Centre as a fee reduction.

- To receive CCB/CCR you have to provide the centre with the name of the CRN-holder at Centrelink, their Childcare Rebate Number (CRN) and date of birth as well as the CRN from the child who you wish to attend the centre. You still have the option of having your CCR paid quarterly or annually as a lump sum directly to your bank account.

All documentation pertaining to CCB/CCR should be kept for the specified time and made available to Commonwealth Departmental Officers on request.

<http://www.humanservices.gov.au/customer/enablers/centrelink/child-care-rebate>

### 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 the above procedures are not effective, details of unpaid fees should be referred to the Committee to commence debt recovery procedures. Parents are responsible for the costs of debt recovery.

- **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.

### Considerations:

#### Fees Policy

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