

## Fees

### Procedures

#### Confidentiality

All information in relation to fees will be kept in strict confidence. The Director, members of staff and members of The BOOSH Centre Executive Committee 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.

#### Bond

Upon being offered a place at the service, the family is required to pay 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. Please refer to the Fee Schedule for the current Bond amount.

#### Membership Fee

A non-refundable membership fee per family is payable annually to cover the administration costs of enrolment and re-enrolment. The membership fee is paid by all families on enrolment and charged yearly to all active families at the start of each calendar year. Please refer to the Fee Schedule for the current Membership fee.

#### 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 P&C meetings prior to any changes being approved. All families currently enrolled at the school are welcome to attend these meetings. If changes to the fees are to occur, families will be notified via e-mail at least 4 weeks prior to the changes coming into effect. Please refer to the Fee Schedule for the current Before School, After School and Vacation Care fees.

#### Child Care Subsidy

Child Care Subsidy (CCS) 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 CCS. 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.

CCS payments are subject to Centrelink rules and eligibility, such as relating to absences or non-attendance. It is the family's responsibility to understand these rules and the implications for their CCS claims.

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.

### **In Centre Notified Absences and the Non-notification 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 (See 'Cancellation or Changes'). Families are asked to notify the centre of their child's absence for any scheduled sessions.

There are two reasons where a non-notification fee will be charged. The first is for locating children who are scheduled to attend the afternoon session 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. The second is for children who have arrived at The BOOSH Centre for the afternoon session, but the family forgot to book the child into the session.

Both situations require staff to contact and speak to parent or guardians to confirm the whereabouts or attendance of the child.

This fee is set at 50% of the afternoon session cost in addition to the afternoon fee. The fee is charged per family.

Parents must notify The BOOSH Centre prior to 3:25pm on the day of the scheduled afternoon session of any changes to their child's attendance. Parents may notify The BOOSH Centre via phone, email or through My Family Lounge app.

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

### **Fees for Late Collection of Children**

Any family who collects their children after the centres advertised closing time will be charged a late collection fee as set by the committee, which will be added to the families account and show on their next statement of fees.

Late collection fee costs are detailed on the 'Late Pickup Register' which the authorised guardian will be asked to sign on arrival to The BOOSH Centre, as well as both staff members who have remained at the centre after hours. Please refer to the Fee Schedule for the current Late Collection fee.

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 collections will not be tolerated. After 3 late collections in one calendar year, any further late collections may 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 or any other activity, 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.

**All families are required to be registered for direct debit/credit for payment of Fees before enrolment can be completed.**

Families can change their direct debit/credit account at any time by completing a new Direct Debit/Credit Request Form and supplying this to The BOOSH Centre or updating their details in their online enrolment form. Families can cancel their direct debit/credit once enrolment at The BOOSH Centre has been ended and their child's account is closed.

The BOOSH Centre does not accept cash or cheques for payment of Fees.

### **Dishonoured or failed payments – Direct Debit/Credit**

It is the responsibility of each family to ensure the correct funds are available in their nominated bank account/credit card on the due date of payment. Payments that are dishonoured are subject to a fee set by and payable to our direct debit/credit authority as agreed to in their terms and conditions. The BOOSH Centre will attempt to contact families whose payments are returned as dishonoured or failed prior to reprocessing the fees due. Subsequent attempts will again attract a dishonour fee if the payment is not successful. This dishonour fee is not paid to The BOOSH Centre and as such the centre is unable to refund this fee once incurred.

### **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 Director 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.

### **Cancellation or changes**

If families wish to **cancel** their child's enrolment at The BOOSH Centre or permanently remove a session of care that their child is booked for 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.

Permanent and casual bookings are automatically ended at the end of Term 4 for children who are completing their final year of primary school (Year 6) and their account will be closed at the end of that summers vacation care period.

All absences must be paid for, individual **Permanent** sessions cannot be cancelled without charge.

**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.

### **Refund of Bond and Overpaid fees when closing your account**

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 and any overpaid fees to be refunded. If these details have not been provided within 2 school

terms of their child's last session at the centre, the bond and any overpaid fees will be considered a donation to the centre.

**Service closure**

No session fees are charged while the service is closed during the Christmas/New Year period or on any advertised NSW public holidays.

**This procedure is effective from the 1<sup>st</sup> February 2024**

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