Leadership and service management QA 7

FEES AND PAYMENTS Policies & Procedures

Links to Regulations: 158, 160-162, 168 (2) (k), 177 (1) (l), (2), (3), (4) Links to quality areas, standards or elements: 2.3, 4.1, 6, 7.1, 7.3

- As a non-profit organisation, Balaklava Community Children’s Centre directs all fees towards the continuous improvement of its service to achieve our primary goal: to provide a high quality learning and care service for children and their families.

Strategies, Practices and Procedures

- Fees are set by the Governing Council in consultation with the Department for Education and Child Development and will be published and accessible to families. Parents and guardians of enrolled children will be given 14 days notice of changes to policies and procedures.

PRESCHOOL SESSIONS AND FEES

<table>
<thead>
<tr>
<th>Session names</th>
<th>Session times</th>
<th>Full fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre entry</td>
<td>As negotiated the term prior to starting Preschool</td>
<td>$10.00</td>
</tr>
<tr>
<td>Kindy</td>
<td>8.25am – 3.00pm 2 full days and 3 extra full days during each term make up the 600 hours per year</td>
<td>$80.00 per term</td>
</tr>
</tbody>
</table>

Pre-school fees will be charged by the term and invoiced after the first week of each term.

- Pre entry As negotiated depending on hours offered $10.00
- Pre school 8.25am – 3.00pm 2 days a week plus 3 extra days during each term $80.00 per term

CCB, CCR and school card do not apply to preschool fees.

If any child has not been collected from Preschool at the end of the session, parents will be charged the late pick up fee and the child will be transferred to Childcare.

CHILDCARE SESSIONS AND FEES

<table>
<thead>
<tr>
<th>Session names</th>
<th>Session times</th>
<th>Full fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning</td>
<td>7.45am – 12.45pm</td>
<td>$37.50</td>
</tr>
<tr>
<td>Afternoon</td>
<td>12.45pm – 5.45pm</td>
<td>$37.50</td>
</tr>
<tr>
<td>Day</td>
<td>7.45am – 5.45pm</td>
<td>$75.00</td>
</tr>
<tr>
<td>Extended Morning</td>
<td>7.45am – 3.30pm</td>
<td>$60.00</td>
</tr>
<tr>
<td>am OSHC/Preschool</td>
<td>7.45am – 8.45am</td>
<td>$07.50</td>
</tr>
<tr>
<td>pm OSHC/Preschool</td>
<td>3.00pm – 5.45pm</td>
<td>$22.50</td>
</tr>
</tbody>
</table>

Fees will be charged for all bookings (casual or permanent), regardless of a child’s absence due to sickness or any other reason, as staff are strictly rostered according to bookings. PLEASE NOTE: No fees are charged and no absences are recorded when the Centre is closed during the Christmas/New Year break and when appropriate written notice is given. (See Notification of Changes or Absences to Childcare Bookings, Public Holidays, Notice of Absent day for Childcare Bookings, Notice of Cancellation of a Childcare Booking, Notice of Changes to a Childcare Booking and Notice of Holiday Advice for Permanent Childcare Bookings)

Preschoolers attending care should be booked in for the appropriate sessions (Before/After OSHC Sessions) to ensure they are not charged for care while attending preschool.
**CHILDCARE BENEFIT (CCB)**
Childcare Benefit reduces fees and is available to every family, regardless of assets or income. It may be applied for by phone, online or in person at any Family Assistance Office. Information is available in the enrolment pack, in the foyer and from office staff.

Full Childcare fees will be charged unless the child is registered with the Family Assistance Office. Attendance Sheets must be signed by the parent/carer on arrival and departure to claim CCB.

**ALLOWABLE OR APPROVED ABSENCES FOR CCB FOR CHILDCARE BOOKINGS**
All absences must be signed for on the attendance sheets by the parent/carer. CCB is paid for up to 42 allowable absence days for each child per financial year. Allowable absences may be taken for any reason. Full fees will apply after 42 absences have been used.

**CHILDCARE REBATE (CCR)**
Childcare rebate is not income tested and is available to families who meet the work / training / study criteria. The CCR covers 50% of out of pocket childcare fees (after the CCB is applied) up to the annual cap of $7,500 per child per year.

**JOBS EDUCATION AND TRAINING CHILDCARE FEE ASSISTANCE (JET)**
Provides extra help for families who are undertaking activities such as work, job search, training or study, as part of an employment pathway plan to help them reenter the workforce. JET pays some of the gap fee, with all parents making a small contribution.

For more information on CCB, CCR and JET please take a copy of the ‘A guide to Australian Government payments’ booklet in the foyer or ask office staff.

**CHILDCARE BOND**
Upon enrolment of a permanent booking, a Bond will be charged – 3 week’s fees for permanent users. Families who use care irregularly (casual users) will be required to pay the booked session’s full fee before care is provided, or pay a bond minimum of $100 which can be used for future bookings.

Bonds must be paid for on enrolment and will be refunded, less any outstanding amounts, when care ceases.

**NOTIFICATION OF CHANGES or ABSENCES TO CHILDCARE BOOKINGS**
Please use a Notification Of Changes form (available in the foyer) to give WRITTEN NOTICE of absent days, holiday advice, changes/ additions/ cancellations to bookings, request for casual bookings and change of address, contact numbers and collection authority.

**PUBLIC HOLIDAYS**
The Centre will be closed on public holidays. 7 full days WRITTEN notice must be given inside business hours to forfeit childcare fees.

**NOTICE OF CHANGES TO A CHILDCARE BOOKING**
7 full days WRITTEN notice must be given inside business hours to change a booking. (This change will be subject to availability.)

**NOTICE OF HOLIDAY ADVICE FOR PERMANENT CHILDCARE BOOKINGS**
For all absences with 7 full days WRITTEN notice, a 50% holding fee will be charged. This secures your child’s ongoing permanent booking.

Normal fees will be charged when a child who is booked into childcare and is absent without 7 full days WRITTEN notice.

**CHILDCARE FEE WAIVER**
Child care fees will be waived when a child is absent due to illness - If their place can be filled from the Centre’s waiting list.
LATE PICK UP FEE
A late pick up fee of $20 per ten minutes or part thereof, will be charged for a child not picked up by the end of the child’s booked session in childcare and preschool (i.e. Childcare; 8.45am/12.45pm/3.30pm/5.45pm. Preschool, 3.00pm.) This fee is charged to meet the overtime costs/extra staff needed for licensing requirements when numbers exceed planned bookings. If a child is not collected then the “Delivery, Attendance, Collection of Children” policy will be implemented.

BORROWED NAPPY FEE
Parents are expected to pack an ample supply of nappies for each session if required (8 nappies for a full day of childcare / 5 nappies for a full day in preschool) their child is in care and preschool. Should your child/ren run out of nappies a fee of $4.00 per nappy will be added to your account.

FOOD FEE
For children who have no food/ inappropriate to eat at mealtimes, staff will prepare food for the child from the Centre’s supply and a fee of $4.00 per meal will be added to your account.

CHILDREN OF BCCC CHILDCARE STAFF
Childcare staff of BCCC will incur the hourly Childcare fee for booked care of their own children for shifts employed by BCCC Governing Council. Any other care booked will be charged as per centre’s Payment of Fees policy and all other policy jurisdictions apply including Childcare bond, Notification of changes or absences to Childcare bookings, public holidays, notice of absent day, notice of cancellation, notice of holiday advice.

PAYMENT OF CHILDCARE and PRESCHOOL FEES
All accounts will be placed in your child’s ‘family pocket’ in the foyer or emailed upon request. Payments may be made by internet transfer, EFT, cheque or by ‘posting’ cash through the Office door. For cash and cheque payments please include your name and amount enclosed with your payment. Notes and envelopes/money bags are available at the Office window.

PRESCHOOL ACCOUNTS
Preschool fees are invoiced at the beginning of each term. Payment is to be made upon receiving the invoice. Reminders for unpaid accounts will be sent to families during the term, and must be paid by the end of each term unless other arrangements have been made.

CHILDCARE ACCOUNTS
Childcare fees are charged weekly in arrears. Accounts will be placed in pockets/emailed Monday weekly. Accounts will be posted to families that do not come to the Centre frequently. All accounts are to be paid weekly unless other arrangements have been made.

If the child is not registered for CCB full fees will be charged until CCB notice has been received. Accounts will automatically be adjusted accordingly to reflect CCB entitlements.

If accounts are 2 weeks in arrears, a reminder will be sent with the next account. If the account is 3 weeks in arrears, a letter will be sent advising that care will be terminated if not paid in full within 7 days. If the account has not been paid in full and no arrangements have been made, care will be terminated and legal action will be taken to recover the outstanding debt in excess of the bond.

LATE PAYMENT FEE for CHILDCARE ACCOUNTS
Accounts outstanding more than 4 weeks in arrears will incur a $50 late payment fee, and monthly until account is paid in full unless other arrangements have been made.

Families experiencing difficulties should see the Director, Assistant Director or Administration Officer for assistance, and other avenues of support.
SAFE MONEY HANDLING PRACTICES
These procedures are in place to reduce the risk of theft within the Centre and when handling the Centre’s money externally.

- All money is contained in envelopes / money bags marked with or containing payment slip with the child/children’s name and amount enclosed and received directly through the Office door into a locked box.
- Only the Finance Officer and senior staff have access to the locked box and safe.
- The money box is emptied through the day and last thing each night with money being either banked or deposited into the safe.
- Money is banked each day the Finance Officer is in attendance to avoid large amounts being left at the premises overnight. Cash is not left unattended in the Office.
- Money is transported at irregular times during the week and day, so as not to build up a distinct banking pattern.

Supporting Resources:

- Balaklava Community Children’s Centre Governing Council 2015-2016
- Care for Kids website, www.careforkids.com.au

Sources:

- DECD Enrolment Policy and Procedures, including *Proof of Age; Children subject to Family Law & Intervention Orders*
- Department for Education and Child Development (DECD)
- Australian Government, department of education, employment and workplace relations, Childcare Services handbook 2014-2015

Policy Created Date: Term 2 2015
Policy Last Review Date: Term 4 2015
Policy Review Date: Term 4 2016

Approval Signatures: