

Fees Policy

(Effective 26th September 2022)

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1 PRINCIPLES:

Our Fees Policy informs Parents/Carers of the fee structure for the Service and sets out the consequences for failure to:

- pay fees on time,
- notify when a child will be absent and
- collect children by 6:30pm

This Fees Policy also provides information regarding the government Childcare Subsidy (CCS) system, Change of Booking requirements and the treatment of attendance absences.

2 IMPLEMENTATION:

Fees are set in accordance with the HHOOSH 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 Management Committee ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

The fee structure of the Service is detailed in Section 5 and includes:

2.1 Bond Payment (per family)

- A Bond is to be paid per family upon enrolling your child/ren in the Service for a permanent place. The Bond is fully refundable when your family leaves HHOOSH. Refunds will be paid at the end of the calendar year. You're welcome to re-enrol your child at any time and will be required to pay a new Bond upon re-enrolment.
- The Bond may be used towards collection of overdue fees. The Bond balance must remain at \$150 for your child to attend the Service.

2.2 Annual Registration Fee (per family)

- A registration fee of \$30 per family will be added to your account at the beginning of each year for Before, After School & Vacation Care. If registering for Vacation Care only, an alternative registration fee of \$10 per Vacation Care period can be elected.

2.3 Before and After School Care fees - Invoicing and payment

- Fees are charged per session (please see Section 5 Fees Schedule). The amount payable by parents is reduced by any Child Care Subsidy entitlement.
- Fee Statements are emailed to all families in the first week of each month. Please ensure the email address supplied to HHOOSH is current, active and printed clearly.
- Fees are issued in advance for the month, and payable by the 25th of each month. Accounts not paid by the due date are handled in accordance with Section 2.8 regarding the handling of overdue accounts.
- Fees may be paid to the service by direct bank deposit (BSB: 032285 Acct: 302403), credit card or EFTPOS. The Service does not accept any cash or cheque payments.
- Parents/Carers may also pay by the term (term fees must be paid in full by week 4) – speak with the Business Manager about payment arrangements.

- Casual visits and emergency care may be paid immediately; alternatively, if casual days are booked after the monthly statement is issued, the fee for those days will be included on the subsequent months statement.
- A dated receipt will be provided via email for each payment.
- All records will be kept confidential and stored appropriately. Parents/Carers may access particulars of their fees at any time and information will be given in writing upon request.
- Fee related queries should be addressed to the HHOOSH Business Manager at hhooshaccounts@bigpond.com.

2.4 Search Fee

- **Please notify OOSH before 2:30pm if your child will not attend their booked session of After School Care**
- If your child does not arrive at After School Care as expected, and the Service has not been notified of an intended absence, staff will begin a search for your child by 3.20pm
- Searching for potentially missing children has a significant impact on the OOSH staff and the commencement of activities for other children. Multiple staff are required to search the school grounds and bus lines, check in with the class teachers and office staff and contact parents.
- A search fee will be charged per family (please see Section 5 Fees Schedule).

2.5 Late Collection of Child Fees

- Children must not be on our premises outside of our operating hours. This is a breach in the Education and Care Regulations.
- The service operates from 7:00am-9:00am and 3:10pm-6:30pm during term and 7:30am-6:30pm during school holidays.
- Should children be present after the evening closing time, a late fee will apply per family, not per child (please see Section 5 Fees Schedule).
- Wherever possible Parents/Carers should advise the Service when they will be late collecting their child and give an estimated arrival time. Phone 94766901.
- If a Parent/Carer is consistently late to collect their child, the Nominated Supervisor will need to discuss other options with them and suitable arrangements made or their child's place in the Service may be cancelled.

2.6 Fees applicable to absence days

Full fees apply to all absences except:

- Certified sick leave of 3 or more days as follows. When your child becomes ill and you notify the Service in writing, that the child will not be attending for 3 or more consecutive days and provide a medical certificate. Note: full fees will apply if you notify the Service after the child has returned.
- Other Extended Absences as follows. When you have given 2 week's written notice to the Service that your child will not be attending for at least one full week. Eg. a 2-week family holiday. You may complete a "Notification of Extended Absence" form and place it in the fees box, or email the Service. This clause is not applicable for regular absences that occur in circumstances such as where the child is under shared parenting care, and only needs to attend HHOOSH when in the care of one parent.

2.7 Booking Cancellation Procedure

- Two weeks written notice is required when cancelling your child's permanent place.
- Days cannot be swapped – you may cancel a booking and commence a new booking but two weeks' notice (payment) is still required for cancelled days.
- In order to receive CCS for the two-week notice period, your child must attend at least the last day of the two weeks. This is a government regulation around cessation of care. Refer to (4.3) for further explanation.
- **Casual bookings must be paid for unless cancelled with enough notice** ie a Before School Care session must be cancelled by 6:30pm the night before and an After School Care session must be cancelled by 8:45am that day.

2.8 Overdue Fees Collection

- Fees statements will be issued via email at the beginning of the month - usually the first week (eg 1st May).
- If payment is not received by the 25th of the month we will endeavour to make a courtesy phone call to the account holder and re-send the account via email.
- If we do not receive a response and/or full payment within 2 working days, a late fee of \$30 will be charged and a First Reminder will be sent via email (eg 1st June)
- If payment is not received 8 weeks from billing date (eg 1st May to 1st July) the **child is not to attend the Service without payment**. The Business Manager will send a Second Reminder via email requesting payment within 10 days and another late fee of \$30 will be charged.
- If payment is not received within 10 days as requested (ie 10 weeks from the billing date eg 15th July) the Bond will be used to recover outstanding fees. If money is still outstanding, the account will be given to the Management Committee who will forward it to debt collectors for legal action. Children may resume attending the Service when all outstanding fees have been paid and the Bond has been brought back up to \$150.

2.9 Fee Payment for Vacation Care

- Full payment is required when enrolling your child in the Vacation Care program. Childcare Subsidy will be taken into account in the calculations of this amount. Please speak to the staff if you require an estimate.
- **No refund will be given for cancelled bookings.**
- If you would like to swap a day, please send a request in writing and we will do our best to accommodate a swap within the same holiday period. However, additional activity costs for cancelled days will not be refunded or transferred to alternate days.
- If your child is absent due to illness they are welcome to attend another day within the same Vacation Care period (if places are available). Additional activity costs will not be refunded or transferred to alternate days.

2.10 Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged. Please contact the Business Manager at hhooshaccounts@bigpond.com to discuss options and other avenues of financial support.

2.11 Service Closure

- No fee is charged while the service is closed over the Christmas/New Year period. Fees are not charged for public holidays.

2.12 Change of Fees

- Fees are subject to change at any time provided a minimum of fourteen days written notice is given to all families

2.13 Responsibility of Management

- The HHOOSH Business Manager is responsible for the billing and collection of fees.
- Should families wish to discuss fees, they will need to contact the HHOOSH Business Manager at hhooshaccounts@bigpond.com.
- If Parents/Carers dispute a decision made by the Business Manager, they may write to the Management Committee secretary, asking the committee to review the decision.

3 CHILD CARE SUBSIDY

- The Child Care Subsidy (CCS) was implemented by the government on 2nd July 2018. CCS replaced the previous system of Child Care Benefit and Child Care Rebate.
- Full details can be found here:
<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>
- Families must complete the necessary Centrelink assessments to determine their eligibility for CCS.
- Some requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:
 - 1) care for a child 13 or younger who's not attending secondary school, unless an exemption applies
 - 2) use an approved child care service
 - 3) be responsible for paying the child care fees
 - 4) meet residency and immunisation requirements.
- Families level of Child Care Subsidy will be determined by:
 - 1) Combined family income
 - 2) Activity level of parents
 - 3) Type of child care Service
- To have applicable CCS applied to their account, families must provide the child care service provider/s with the child/ren's Customer Reference Number and date of birth along with the parents Customer Reference Number and date of birth (Note: make sure you give the date of birth and Customer Reference Number for the parent or guardian who is registered with Centrelink to claim CCS)
- Families are required to confirm the child's booking with HHOOSH via MyGov before CCS estimates will be applied to the account
- The Child Care Subsidy will be paid directly to the Service. Families are only required to pay the gap between session full fees and their CCS rebate known as the "parent gap".

4 ABSENCES AND CCS

CCS is paid in certain circumstances when a family is charged for care that their child does not attend. The circumstances are categorized into two groups – absence days and additional absence days.

4.1 Absence Days

- CCS is paid for up to 42 absence days for each child per financial year (1 July – 30 June) across all approved long day care services, family day care services, in-home care services and specialised Outside School Hours Care Services.
- Each child receives a new set of 42 absence days at the beginning of the financial year (1 July).
- Absence days can be taken for any reason and will not require proof.
- Absence days cannot be claimed before a child has commenced care or after a child has left care (refer 4.3).
- If a child is absent from a session of before or after school care, or both, on the same day, it is counted as one absence day.
- Absence days are accumulated per child. If a child attends under more than one enrolment eg separated parents each have their own account, the 42 absences are shared across the multiple accounts.
- Once a child has accumulated 42 absence days, CCS will not be paid on any further absence days ie family pays full fees. Refer to the 4.2 for exceptions.

4.2 Additional Absence Days

A family may claim CCS for additional absence days once the initial 42 absence days have been used. There is no limit on these days but Parents/Carers are required to provide documentation to the Service to support the absence.

The additional absence day's reasons are:

- illness (with a medical certificate), or another absence due to sickness of the child, a parent or sibling, supported by medical certificates
- temporary closure of a school or pupil-free days
- period of local emergency – the service is closed or the child is unable to travel to the service
- shared care arrangements due to a court order, parenting plan or parenting order
- attendance at preschool

[Reporting absences - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

4.3 Cessation of Care

- This is a government rule that applies when beginning or ending your enrolment in childcare.
- CCS is not paid for any sessions prior to the first time your child physically attends the Service.
- If you book and do not attend from the first date of your booking, full fees are payable and absences are recorded for those missed sessions.

- CCS is not paid for any sessions after the last time your child physically attended the Service. You'll need to pay full fees for any absence days after the last day your child physically attends the service.
- Families must note this applies during the two week notice period when your cancel a permanent booking. If a child does not attend the last booked day of care, no CCS is payable to any absence days after the last attended session. When ending an enrolment, it's a good idea to attend the last day of your notice period.

5 SCHEDULE OF FEES

Applicable from 26th September 2022

Registration	\$30 per family per year (covers Before, After & Vacation Care). \$10 per Vacation Care period for those that only attend Vacation Care
Before School Care	\$16 permanent \$17 casual
After School Care	\$23 permanent \$24 casual
Vacation Care and Pupil Free Day Care	\$60 per day or \$55 per day with early bird discount. Full payment for Vacation Care must accompany a booking form to secure your child's place
Excursions/Activities	An extra fee is charged according to costs involved. These additional costs are included in the child care subsidy
Search Fee	\$30 If your child does not arrive as expected, and HHOOSH has not been notified, a search fee will be charged per family. This is not charged for morning sessions.
Late Collection Fee	\$40 for each 15 minute block or part thereof
Late Payment of Fees	\$30 per month when fees are not paid by the due date
Bond	\$150 To be paid per family , upon enrolling your child/ren. This is refundable when your family leaves HHOOSH. Refunds will be paid at the end of the calendar year.

6 CONSIDERATIONS:

6.1 National Quality Standards (NQS)

7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defining, and understood and support effective decision making and operation of the service

6.2 Education and Care Service National Regulations 2011

R168	Education and care service must have policies and procedures
R170	Policies and procedures to be followed
R171	Policies and procedures to be kept available
R172	Notification of change to policies or procedures

6.3 Related Policies/ Forms

Delivery and Collection of Children Policy
 Enrolment and Orientation Policy
 Governance and Management Policy
 Confidentiality Policy

7 REVISIONS:

August 2021	Approved by Coordinator and HHOOSH Management Committee
May 2022	Updated Search Fee, Vacation Care Fee
August 2022	Updated Vacation Care and Late Collection Fees
Next review due	July 2023