

10.4 Fees Policy

Fundurba Kids Club aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunization guidelines.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Australian Government Child Care Service Handbook*
- *NQS Area 6.1; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: 2.14 – Bookings and Cancellations Policy, 3.5 – Excursions Policy, 9.2 – Enrolment Policy, 9.3 – Communication with Families Policy, 10.3 – Budgeting and Planning Policy, 10.17 – Strategic Planning Policy*



Procedures

Permanent bookings shall be entitled to a reduced fee, as set by the Management Committee. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Casual bookings shall attract a higher fee, as set by the Management Committee, due to the nature of the booking and irregular attendance pattern associated. Casual bookings will only be accepted if they fit within the group ratios and service numbers.

Fees will be paid, for all days booked, one week in advance and are due on the Friday before attendance each week. Fees are paid to the nominated persons e.g. Senior Co-ordinator, Assistant Co-ordinator or Administrator.

A receipt will be recorded, this will show on your statement, showing the method of payment, detailing all the requirements according to the Australian Government's Child Care Service Handbook. (A copy of which is held at the Service for access by parents and other genuinely interested persons).

Accepted payment methods include cash, eftpos, direct debit or internet transfer.

All monies will be banked on behalf of the Service as soon as possible after receipt.

Childcare Benefit

The Senior Co-ordinator, Assistant Co-ordinator or Administrator will keep parents informed about the availability of Childcare Benefit (**CCB**) by:-

- advising all parents of the ability to apply for Childcare Benefit through the Family Assistance Office when the Co-ordinator initially meets with parents and also through the Family Handbook;
- having relevant information brochures available for parents.

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until the service receives current and correct information from the family.

Credit for fees already paid will be made in accordance with the Australian Government's Child Care Service Handbook.

All CCB records will be kept for 3 years from the last entry on the record in accordance with the Australian Government's Child Care Service Handbook.

Child Care Rebate (CCR)

Families have the option to receive their Child Care Rebate paid either direct to our service, direct to themselves, quarterly or annually. Please contact Family Assistance Office on 13 61 50.

Late Fees

Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a late fee of \$5.00 at 6.05pm; then a further \$2.00 per minute after this.

Fees & Accounts (as per Parent Handbook)

Fee Schedule per Child (27th January 2016)

<i>Type of care</i>		
Before School Care	Full Morning (6.30am -8.30am)	\$14.50
Before School Care	CASUAL RATE	\$16.50
After School Care	Full Afternoon (3pm -6.00pm)	\$20.00
After School Care	CASUAL RATE	\$22.00
Vacation Care	Weekly (5 days)	\$200.00
	Daily (booked and pre-paid)	\$ 45.00
	CASUAL RATE	\$ 55.00
Other fees		
Late Payment fee	This is per week if account is still outstanding the following Friday	\$10.00
Late Collection fee	Late collection fee is applied if children are collected later than 6.00pm	\$5.00 at 6.05pm; then a further \$2.00 per minute after this. This is applied per child NOT per family
Search fee	When a child fails to turn up to a meeting point and parent/guardian has to be contacted	\$5.00
Dishonoured cheque		\$10.00

Accounts and Payments

All accounts are to be paid one week in advance. Accounts will be issued each Monday and fees are due to be paid Friday of the same week. A reminder text will be sent on Thursday or Friday. If the payment is not received by the following Monday then a reminder phone call, text message or email will be sent. **If your account is still outstanding the following Friday then a late payment fee will be charged to your account.** Please understand the importance if you pay via EFT sometimes it can take up 2-3 days to hit our bank account. If an account is more than 2 weeks in arrears this will result in review of your child's bookings.

Overdue Accounts

We understand that some families may experience genuine financial hardship and have difficulty in meeting their obligations to pay fees. However, as a non-for-profit organisation we have our financial obligations to meet in order to pay staff and suppliers. If you do have any issues please don't hesitate to talk to our admin or management staff.

If at any stage you have financial hardship and cannot pay your account, then you will have to apply in writing to the service explaining why account cannot be paid. Senior Co-ordinator and Management will work out a payment plan with you and a payment plan agreement will be written up and signed by Senior Co-ordinator, Management committee and parent/guardian. If payment plan is not adhered to then this could result in cancellation of their child's booking. A payment plan agreement can only be offered once per year.

Late Payment Fee

Late payment fee is **\$10.00** (per week if account is still outstanding the following Friday)

Cancellation of your child's bookings

Upon enrolment all families agree to the terms and conditions of the service's policies and procedures on fee payments and are made fully aware of this. As a result, if there is a failure to meet these requirements, this will result in a review of your child's booking. A "Customer Contact Log" is kept and written up by the Administrator or Assistant Co-ordinator and followed through by Senior Co-ordinator.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions (via email) to the service indicating:

- If a refund is required and have provided account details for transfer; or
- A donation of the credit balance to the service.

*****note***** Your first account at the start of each Term will incorporate a two week payment to ensure fees remain 1 week in advance at all times. Fees may be paid by cash, cheque, credit card, EPTOS or Direct Deposit. Cheques are to be made payable to "Fundurba Kids Club P & C Association". A dishonoured cheque will incur a fee of **\$10.00**.

VACATION CARE

For every school holiday period, it will be necessary to book your child/ren into care for the days you will require.

ALL REGULAR WEEKLY BOOKING FOR BEFORE AND AFTER SCHOOL CARE BECOME NULL AND VOID FOR THE SCHOOL HOLIDAY PERIODS.

There are limited places available for vacation care due to the long day care licensing requirements therefore the following rules will need to be followed to ensure your booking is secure:

- All fees **MUST BE PAID** to a nil balance PRIOR to the start of holidays (one week before Holidays start)
- Your required days will need to be marked “x” on the next page, so we know which days to book your child/ren in for.
- Excursion money will be charged onto your account.
- Vacation Care operates on a “first in, best dressed” system. Only once all of the above requirements are met, will your booking be accepted.
- If you haven’t already initially enrolled you child/ren you need to fill out Enrollment form. Remembering that \$20 enrolment fee per child is payable (if you haven’t already enrolled)
- Inappropriate behavior will not be tolerated on excursions and vacation care and will result in cancellation of any future booked excursions.
- On the days that we have excursions your child **MUST** attend these activities.
- Any changes to the bookings need to be made prior to the cut off date.

All bookings need to be done carefully, as any absences are still payable unless you provide us with a medical certificate. As it is necessary for us to roster extra staff for vacation care, and most often a waiting list exists, days unattended will still be billed.

Vacation Care Accounts are to be paid prior to attending Vacation Care each week. All families are to book their children in when Vacation Care program comes out (approx 3 weeks prior) to vacation care period. Families sign off that they have read and understood our terms and conditions over the Vacation Care period.

Fees **MUST** be paid, for all days booked, one week in advance and are due on the Friday before attendance each week. If your account is not paid by due date then FUNdurba Kids Club will **cancel** your child's Vacation Care bookings.

Any incursions or excursion costs will be added to Vacation care accounts.

Casual Vacation Care Bookings: A Casual Vacation Care booking is made **after** the cut off date and is only accepted if there is availability within the child’s group. (This is to fit in with the required staff child ratios and can only be approved by administrator or management) Any casual booking **must be paid** in advance prior to attendance, or on the day. Casual attendance cannot be confirmed until payment is received prior to care being provided.

Bank Details for Direct Deposit:

Account Name:	Fundurba Kids Club P & C Association
BSB :	064 185
Account Number:	10085305
Reference:	Surname
Bank:	CBA
Branch:	Northlakes

Fees are revised yearly in Term 4 and discussed with the P & C Executive Committee and brought forward to our P & C General Meetings which we invite all families to attend to have their say. In most circumstances P&C Meetings are held every 3rd Monday night @6:15pm in the Hall Life Skills room.