



# FEES

## POLICY STATEMENT

*Hunters Hill Out of School Hours* sets fees in accordance with its 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 Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

## PROCEDURES

### A. Fee Schedule

	<b>Permanent Rate</b> (per session)	<b>Casual Rate</b> (per session)
<b>Before School Care</b>	\$15	\$17
<b>After School Care</b>	\$24	\$26

	<b>In-centre day</b>	<b>Excursion day</b>
<b>Vacation Care</b>	\$59 plus incursion activity cost, lunch cost	\$64 plus transport cost, excursion activity cost

### B. Child Care Subsidy

Child Care Subsidy is the payment made by Government to assist families with the costs of childcare. 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 childcare 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 My Gov to confirm their enrolment at the service.

Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. 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.

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.



### **C. Bookings and cancellations**

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's place at the service are required to provide minimum 2 weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks childcare fees to the service.
- Cancellation of casual bookings will be charged if less than 24 hours' notice is given to the service.

### **D. Absences**

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.

### **E. Service closure**

- No fee is charged while the service is closed over the Christmas/New Year period.

### **F. Payment of Fees**

- Fees must be paid once Invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service will be provided to all families (Regulation 168).
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

### **G. Debt recovery**

- The Approved Provider reserves the right to act to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:



1. An initial letter stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment. A late fee of \$25 will be added to the invoice.
2. If payment is not received, families will be invited, by telephone, to attend a meeting with the Nominated Supervisor and Treasurer within 7 days to discuss a payment plan.
3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.
4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
5. 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.

**H. Ancillary Fees**

Please find the detailed schedule below regarding Before School Care, After School Care and Vacation Care.

Fee Type	Charge	Description
Late Collection (After School Care and Vacation Care)	\$20 (per family) per five minutes will apply	<p>The service operates:                      Before School Care: 7:15am to 8:45am                      After School Care: 3:00pm to 6:00pm                      Vacation Care: 8:00am to 6:00pm                      Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$20 (per family) per five minutes will apply.</p> <ul style="list-style-type: none"> <li>• The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).</li> <li>• In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.</li> <li>• Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.</li> </ul>



<p>Non-notification (After School Care)</p>	<p>\$10 per occurrence</p>	<p>Families who fail to notify the centre of their child's absence from an After School Care session by 3:00pm on the day in question will be charged a non-notification fee of \$10 per occurrence. Due to strict regulations staff are required to follow up on a child's absence from care and the time and effort to chase up missing children puts a large burden on the centre's operation.</p> <p>This can be through the following methods:          Email: <a href="mailto:hello@hhoosh.com.au">hello@hhoosh.com.au</a>          Phone: 9816 1903          Mobile/Text: 0424 474 064          My Family Lounge Portal (App can be accessed on both Google Play and Apple App stores):          To mark your child/ren absent.          1. Log into your My Family Lounge app          2. Select the 'Bookings' icon in the home page          3. From there select the session you wish to mark absent e.g., Hunters Hill Before School Care, Hunters Hill After School Care or Vacation Care.          4. Once you have selected your session, a calendar will appear. Select the day you wish to mark your child/ren absent (days booked-in will appear purple).          5. After selecting the day, click 'Mark Absent'. The date will now appear Orange.</p>
<p>Sign-in/Sign-out (Before School Care, After School Care and Vacation Care)</p>	<p>\$15</p>	<p>A fee charged for failure to sign in or sign out your child/children from the enrolment system. It is a legal requirement that every child in attendance at the centre is signed in (in Before School and Vacation Care) and signed out (in After School Care and Vacation Care) by a parent/guardian or authorised nominee only aged 18 or over. Children are not allowed to sign themselves out. Having this fee helps to ensure the safety and accountability of all children enrolled at the centre as it is not the responsibility of the centre.</p>
<p>Last Minute Booking (Day of)</p>	<p>\$5 Before and After School Care  \$10 Vacation Care</p>	<p>This fee is charged for bookings made on the same day of the program. This is due to a staff member having to go out of the centre on their shift to purchase more food and resources to cater for last minute bookings. Doing this risks the centre to be out of children to staff ratio as well as disrupts the services operation.</p>



Drink Bottle (Vacation Care only)	\$3	The drink bottle fee applies to Vacation Care excursions and is charged to cover the cost of providing a drink bottle to a child in the event that the parent/guardian has forgotten to bring one. The fee helps ensure that children are hydrated during the excursion and reduces the risk of children going without water during the day.
Hat (Vacation Care only)	\$5	The hat fee is a charge applied when a parent/guardian forgets to provide their child with a hat for Vacation Care incursions and excursions. This fee is implemented to ensure the safety of the children by providing them with proper sun protection.  For After School Care there will be no fee charged but children who do not have hats will be asked to stay in the shade. If they are outside and if this is not respected, the child will be asked to come indoors. It is highly important that all children are ensured sun safety. Children at the service are not permitted to share hats nor are spare hats given to children due to hygiene purposes.
Food (Vacation Care only)	\$10	The food fee is applied for Vacation Care excursions and is charged when a parent/guardian overlooks the requirement of providing their child with food. This fee ensures that the centre can provide an adequate meal for the child during the excursion, as it is a crucial aspect of their care and well-being.

*Note: These fees are to be paid in full and are not covered by CCS (Child Care Subsidy)*

### **I. Methods of Payment**

- Fees can be paid by:
  - Direct Debit - from your bank account or credit card to the service's bank account. Details of the service's bank account are included in the Parent Handbook.
  - Credit Card Transaction Fees: Visa/master card 1.87%
- The service does not accept any cash payments.
- Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

### **J. Confidentiality**

- All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to act, for example, to initiate debt recovery.



- Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

**K. Increase of fees**

- The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days’ notice of any fee increase (Regulation 172).

**M. Acknowledgement of responsibility to pay fees**

- Families are required to read and sign Section 9, *Payment of Fees* and Section 10, *Disclaimer/Informed Consent* of the service’s Enrolment Form.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
168, 172(2), 173	7.3	<ul style="list-style-type: none"> <li>• Enrolment Form</li> <li>• Enrolment &amp; Orientation Policy</li> <li>• Delivery &amp; Collection of Children Policy</li> <li>• Confidentiality Policy</li> <li>• Governance &amp; Management Policy</li> <li>• Parent Handbook</li> </ul>	<ul style="list-style-type: none"> <li>• Child Care Subsidy System</li> </ul>



## VERSION CONTROL AND ENDORSEMENT

Version	Date completed	Date endorsed	Review Date
2	14.5.20	3.6.20	3.6.21
3	3.6.21	3.6.21	3.6.22
4	14.8.22	14.8.22	14.8.23
5	12.12.22	31.1.23	31.1.24
6	21.3.23	11.4.23	11.4.24