

Fees and bookings Policy

POLICY STATEMENT

Our Centre will aim to provide a quality service that is affordable. Fee levels will be assessed by the management committee on a regular basis and will reflect the service's budget and income allowances.

CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Service policies and documentation	Other
168, 172, 173	7.3	Constitution Service Philosophy Quality Improvement Plan Family Handbook Staff Handbook Fee Policy Confidentiality Policy	Network record Keeping Factsheet Child Care Service Handbook (DEEWR) Child Care Benefit Legislation

PROCEDURE

1. Setting Fees

Fees will be assessed regularly by management, based on the budget and ensuring that the required income will be received to run the service efficiently.

2. Joining fee

For new families joining the Centre, a non-refundable association membership fee of \$20.00 (per family) is required to use the Before and After School Care service including the Vacation Care services.

3. Payment

Payment of fees will be by way of direct debit and in accordance with the direct debit policy provided upon enrolment. Any questions or issues around payment of fees are to be directed to Champ Enterprises.

4. Non-notification fee – Afternoon Sessions

A non-notification fee of \$8.00 per child will be applied to the account if there is no notice regarding a cancellation or non-attendance for an afternoon session as staff member will have to investigate the child's non-attendance. This is in addition to the session fee.

If notification of non-attendance for an afternoon session is made using the My Family Lounge app, then only the session fee will be payable.

5. Late departure fees

All children must be collected by 6.30pm during term time and vacation care. Failure to do so will activate the Late Departure Policy (also see changes to attendance policies for full details) which has the following additional fees:

- \$20 for the first five minutes and \$1 per minute thereafter.
- after 30 minutes, the fee will increase to \$5 for every minute;
- after 1 hour, the Failure to Collect a Child policy will be activated (for the avoidance of doubt the time will be taken from satellite time keeper i.e. apple

- devise) and
- any late fees incurred will be added to the fees due in the following week.

The second time a family activates the late departure policy within the same school year, the fees will increase to \$20 for the first 5 minutes and \$5 for every minute thereafter. This will also apply to subsequent late collections within the same school year.

6. Late payment of fees

Families need to discuss with Champ Enterprises any difficulties they have in paying fees, as soon as possible, so that unpaid fees do not become an overwhelming problem for them and the centre.

7. Permanent Bookings

Fixed regular bookings are preferred as they allow for more efficient running of the centre. As such, permanent regular booking are charged at a lower rate than casual bookings. Fixed regular booking should be made at the time of enrolment and can be changed at any time, providing at least one week's notice is given. Regular changes to a fixed booking (3 or more times a term) may cause the booking to be viewed as a casual booking, with the increased charges.

8. Casual Bookings

To make a casual booking, the booking should be made as soon as possible prior to the session, however availability of care cannot be guaranteed. For after school care sessions during term, casual bookings made on the day of attendance must be booked no later than 12:00pm so to ensure that staff are aware of the children that will be in attendance. In cases of emergency, please call the service to ensure a spot is available if booking after 12:00pm. Spaces are allocated according to priority of access alongside approved places by ACECQA and the department of education. The child/ren must be enrolled in the service and is charged on a per session basis (i.e. am/pm) regardless of the time actually spent at the service. Splitting fees/hours will not occur.

The Centre is unable to provide any care for children on a daily basis (except in the case of a genuine emergency). Prior contact via telephone is advised in all emergency care situations.

Tentative casual bookings will not be accepted.

9. Cancellation Policy:

A minimum of 7 days' written notice must be provided to the Centre prior to a child/ren's absence in circumstances of holiday, accident, documented medical reasons, etc in order to avoid being charged the session fee. Written notice can be sent by email when cancelling in person at the centre.

To terminate care, notice is required in writing (by way of email) 14 days prior to the child's last day. If 14 days' notice in writing is not provided, the fees for the missed session(s) will be due.

The cancellation policy applies to all bookings, including casual bookings and vacation care. Any casual bookings made within 7 days of the session required and subsequently cancelled will still be liable to pay the fee for session.

10. Vacation care

Vacation care is the service that is provided during school holidays. The hours of operation are 6:45am to 6:30pm and a fee of \$60 is charged per day, additional charges will apply on excursion or incursion days. The service aims to release the vacation care program week five of term, so to give families plenty of notice and time to book in. Vacation care bookings will be made through the My family lounge app, via the casual bookings tab. It is noted that on excursion days, there will be limited positions available due to transportation requirements and staff to child ratios, it is advised that family's book in early to avoid missing a spot. The cancellation policy will apply during vacation care.

Revisions

Review date	Reviewed by	Endorsed by	Date of next review
June 2021	LOOSH parent committee and LOOSH staff	Loosh parent committee	June 2022