



**REMOTE CHILD CARE SERVICES
POLICIES & PROCEDURES**

Policy Name: FEE POLICY
Policy Number: 1006
Originated Date: January, 2015
Amended Date/s:
Applicable Legislation: National Quality Framework, Regulations and the Law
Dataworks Reference:

POLICY:

This service aims to provide quality Children's Services at an affordable price to parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Fee levels will be set by the Northern Midlands Council and Director each year, on completion of the Annual budget and according to the Service's required income.

PAYMENT OF FEES

Fees are to be paid fortnightly by Direct Debit, BPay or at the Council Chambers. Statements will be sent out monthly.

CANCELLATION FEES

75% of full fee is payable for all absences when Notification is given BEFORE 8AM on the morning of attendance. If late or no notification is given the full fee is payable. CCB is claimable for up to 42 absences per financial year. (Additional absences allowed due to sickness where a Doctor's Certificate is provided). Two weeks notification is required upon cessation of Care and during the school holiday's more than 24 hours notice needs to given.

LATE/EARLY FEES

Children left at the Centre more than 10 minutes prior to opening hours and picked up 10 minutes after closing times are to be charged the following rate of \$5.00 per 5 minutes. Parents requiring special arrangements regarding early arrival and late pick up should come to an arrangement with the Director.

OUTSTANDING ACCOUNTS



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Outstanding accounts are to be sent to parent monthly, giving 14 days to pay, with a date in which the account is paid on the statement

Director to personally contact parents if payment is not received after the 14 day period. A written record is to be kept of the verbal conversation.

If payment is not forthcoming within 14 days of personal contact the matter will be referred to the Manager of Financial Services (Maree Bricknell).

Late or administration charges may be incurred for overdue accounts.

Unpaid fees may result in termination of care.

FEE REVIEW

Fees will be reviewed annually at the end of the financial year

SUMMARY OF GUIDELINES WHICH APPLY TO SESSION TIME FLEXIBILITY:

Parent/guardians are to nominate sessions children will be attending on the enrolment form.

If parents require care outside of their normal session times, there is flexibility to add up to half an hour on either side of their nominated session, which will be charged at the hourly rate.

Parents/guardians can nominate to pay casual rates if care is irregular and under 2 hour's duration per session.

Parents can change days provided there is a space, but will need to pay the cancellation fee for the absent day.

Any changes to booked hours during the year must be recorded using a "changes to enrolment form."

POLICY REVIEW

- . The service will review this Policy, every 12 months or sooner if required.
- . Families are encouraged to collaborate with the service to review the Policy.
- . All Staff are essential stakeholders in the policy review process and will be encouraged to be actively involved.
- . Date of last review – August 2019
- . Date of next review – August 2020