

SHARE Co-Operative Society Ltd.

Before, After and Vacation Care.

Policy	Fees	
Reviewed	August 2022	Next review:
Policy Statement: SHARE sets fees in accordance with its annual budget 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. For detailed information, go to		

Child Care Subsidy

Childcare subsidy is the payment made by the Government to assist families with the costs of child care. It is paid directly to the service and passed on to the families as a fee reduction. Families are required to make 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 the Centrelink has processed their information and they have logged on through their My Gov account 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 debt 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.

For detailed information, go to

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Bookings and cancellations:

- Permanent Bookings:** SHARE prefers that families make permanent attendance booking for their child/ren. This ensures that SHARE can roster on the correct amount of Educators to meet ratio. Permanent books can be altered by logging into your My Family lounge account and requesting a change. SHARE will receive an email from Qikkids and will let you know if the change is approved.
- Casual Bookings:** Are there for the purpose of assisting families when they need to add an extra morning or afternoon due to a change in circumstances. If your child/ren attend on a **regular basis then is NOT** a casual booking.

- *Absences:* Families via the qk phone app can mark their child/ren absent. It is critically importance that families use this app to let SHARE know that their children is not attending any morning/ afternoon or vacation care day.
- This is vitality important especially in the afternoons as SHARE Educators spend a lot of time looking for children who have either not attended school or been collected by a parent or caregiver. Failure to notify of an absence will incur a fine of \$20.00. This will be added to your account.
- *Cancellations.* A minimum of 5 working days is required to be given if you want to cancel or adjust any care booked for your child or children during our Before, After and Vacation school Care program. Cancellations are to be in writing, an email will suffice.

Absences will still be charged as per your booking on those days where the 5 working days minimum notice is not given. I.e. sick days, play dates.

Family Holidays: Families who are taking extensive family holidays can request that their children be un-enrolled for the duration of their holidays and re-enrolled upon their return. This will alleviate absences. Family holidays are classified as 1 week or more away from the service. Request will need to be in writing, an email will suffice.

The service will provide families with information about approved and allowable absences and will adhere to the Child Care subsidy system (CCSS) relation to absences.

Absences will be reflected on the family's statement that they receive fortnightly.

All other days that your child does not attend on a booked in day will be charged as per your booking. I.e sick days, play dates etc

Service closure

No fee is charged while **SHARE** is closed over the Christmas/New Year period.

Payment of Fees

Fees are paid via direct debit. Families will be provided with a fortnightly statement of fees charged by SHARE (Regulation 168). This will be emailed on a Thursday to all families and the monies owed is removed from their nominated bank account on the following Monday. Debit Success charges a fee to families each time there are insufficient funds in their nominated account. This fee is added on to the account.

Debt recovery

- The Approved Provider reserves the right to take action to recover debts owing to **SHARE**. This can include the engagement of debt collectors to recover the monies owed. The family will be responsible for all fees associated with recovering the debt.
- Where a family owes any overdue fess 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. As fees are paid by direct debt not having sufficient money in the nominated account automatically produces a late fee.
2. If payment is not received, families will be invited by telephone, to attend a meeting with the
nominated supervisor and Treasurer if available 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

Late collection fee

- **SHARE** operates from 7am – 6pm Educators are unable to accept children in **SHARE** outside of these hours. Should children be present after the closing time, a late fee of \$20 per 15 minutes will apply.
- The hours and days of operation of **SHARE** will be displayed prominently within **SHARE** (Regulation 173).
- 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.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at **SHARE**. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

Methods of Payment

SHARE has a direct debt system which is attached to Qk enroll – My family lounge. The direct debt form is required to be filled out when enrolling your child in SHARE.

Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

Confidentiality

- All information in relation to fees will be kept in strict confidence. Educators, management or the Approved Provider will not discuss individual names and

details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.

- Families may access their own account records at any time, by viewing their details thru my family lounge.

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).

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
168, 172, (2) 173	7.3	• Enrolment Form • Enrolment & Orientation Policy • Delivery & Collection of Children Policy • Confidentiality Policy • Governance & Management Policy • Parent Handbook	• Child Care subsidy System

ENDORSEMENT BY SHARE:

Approval date:	Date for Review:
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