

Children's Services Fee Policy



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Introduction

CatholicCare Diocese of Broken Bay is a not for profit agency within the Broken Bay Diocese. Fees are required to be paid for all children enrolled in Children's Services. Fees are set as low as possible while taking into consideration costs associated with employing professionally trained and qualified teaching staff (as required) and the resources needed to provide quality programs for children.

Purpose

To outline the terms associated with fee setting, issuing invoices, payment expectations and fee collection for children enrolled within CatholicCare Children's Services.

Scope

This policy applies to CatholicCare Outside of School Hours Care services and Early Learning Centres.

It is a condition of enrolment that families will maintain their fees according to the terms within this policy.

For fee rates, service closures, holding deposit rates and any other additional charges, please refer to the service Fee Schedule.

Note: Family Day Care have a separate fee policy. See Family Day Care Fee Policy if you are using this service.

Guiding principles

Setting of fees

CatholicCare works to keep the fees as low as possible. However, there are times, due to rising costs and changing funding provisions by the government, that fees need to be raised. When this is the case we will advise you in writing prior to any increase taking effect.

Early Learning Centres with 'preschool' hours are funded by the State government. Fees are outlined in the Fee Schedule with no further reductions.

Outside of School Hours and Early Learning Centres with Long Day Care hours are funded by the Federal Government and eligible families will receive Child Care Subsidy.

Fees are determined by location and size of service.

A one-off administration fee is charged at enrolment.

A fee schedule is found in your enrolment pack.

Payment of fees

A holding deposit is payable for all families enrolling for the beginning of each year. Please refer to the service fee schedule for the holding deposit rate. If a parent subsequently chooses not to take the placement, the deposit is refundable with two (2) weeks written notice. No written notice will make the deposit Non-refundable. The deposit is held until the end of your child's enrolment and allocated against the final invoice. In Term 4, any notice of early leaving before the designated final day, must be received in writing before 1 November of that year.

Fees are invoiced fortnightly in advance and payments must be paid according to the due date listed.

Hats and Sunscreen

Where hats and sunscreen are supplied an annual levy of \$20 will be applied to your account. These hats remain on the premises and may be taken home when care at the centre ceases. Please speak to your coordinator to determine whether this applies to your service.

Fee statements and receipts

Child Care Subsidy statements will be made available to families. Fee statements outline each child's attendances, absences and the Child Care Subsidy that has been paid to the service for each child.

Invoices are emailed to families every fortnight showing the current balance and fees required for the following fortnight in advance. Fees are to be paid fortnightly, preferably via Direct Debit. Dates for the fee period are printed on the invoice.

Overdue fees

If fees are overdue by more than two weeks the Coordinator will request immediate payment to ensure your child's enrolment is not cancelled. If there are outstanding fees by more than two weeks after receiving the invoice, parents will receive an overdue notice. Parents should advise the Coordinator at the earliest possible opportunity if they have difficulty in paying fees.

Late pickup fees

If you are detained and cannot get to the service in time for closing, please arrange for an alternative person to pick up and ring the service to let them know. Two (2) staff are required to remain at the service after hours, if a child has not been picked up. If families continuously arrive after closing time you will be charged.

Children must be collected no later than the advertised closing time. Please see example below for charges. This time will be calculated by the time listed through the Electronic Sign In on a per family basis.

Example:

Closing Time 18:00	Charge
18:05	\$5
18:10	\$10
18:17	\$15
\$5 for every 5min thereafter.	

Casual child care days

Vacancies permitting, extra days may be available to families on a casual basis, charged in addition to your permanent booking. Please see the Coordinator if you require any extra days. To ensure a space at the service a permanent booking is advised. A casual position is not secured without prior written confirmation.

Note: The fees for casual days must be paid in addition to your permanent bookings and may not be swapped for permanent days. Casual days in Out of School Hours Care are charged at a set, higher rate to the permanent rate. Please refer to the service fee schedule for rates.

In **Early Learning Centres with preschool hours**, NSW government funding only applies to 15 hrs of preschool per week. Therefore, any additional days will be charged at the full fee. Please refer to your fee schedule for daily rates.

Changes to permanent bookings

Changes to permanent bookings in Early Learning Centres, including termination of your child's permanent booking, require four (4) weeks written notice to be provided to the service Coordinator. Remaining fees are still payable for this four-week period.

When booking permanent placements for the following year that have been confirmed by the service Coordinator in writing, any changes made will incur the full four (4) week notice period and fees will be payable.

Changes to permanent bookings in OSHC services, including termination of your child's permanent booking, require two (2) weeks written notice to be provided to the service Coordinator. Remaining fees are still payable for this two-week period.

Vacation Care fees

Fees are payable in advance for Vacation Care in Primary School settings. Enrolment for Vacation Care will not be confirmed until payment is received. If the booking is cancelled with two (2) or more weeks' notice prior to the start of Vacation Care your fee will be refunded. If your child/children do not attend for any reason, we regret that the fee cannot be refunded.

Holidays and public holidays

Service opening hours and closure periods are listed in the enrolment pack.

Fees apply for the days your child is permanently booked into the service (including public holidays). This includes days when children are away on holidays and days when children are away due to ill health.

Payment method

The preferred payment method is Direct Debit (fees apply).

Your nominated account or credit card (Visa or MasterCard) will be debited for any fees owing on the date listed on the invoice. Please complete the 'Direct Debit Request' form enclosed in your enrolment pack and return it to the service coordinator.

If you are not paying through Direct Debit, please ensure payment is always two weeks in advance.

Outside of School Hours Care and Long Day Care services

Outside of School Hours Care and Long Day Care- Early Learning Centres are classified as *approved services* for Child Care Subsidy. For eligible families, the Child Care Subsidy will be paid to the service directly and families will be able to pay the gap fee according to their entitlements. Please refer to the section below for further details about Child Care Subsidy.

Applicable to all services where Child Care Subsidy is accessed:

You will not be eligible for Child Care Subsidy if your child does not attend on their first or last day, as per current Family Assistance Law. Full fees apply for non-attendance.

If your child is using Vacation Care only or has not attended the service within the last 8 weeks, the enrolment is automatically ceased within Centrelink's system. You must **review and confirm your child's enrolment details for each time they are re-enrolled**. You will not be eligible for CCS unless you have confirmed your details. Full fees will apply if the centre has no information regarding your CCS eligibility.

Customer Reference Number and Child Care Subsidy

Families attending Long Day Care or Out of School Hours Care may be eligible for the federal government Child Care Subsidy (CCS). You must register with Centrelink and if you are eligible for CCS you will need to provide your customer reference numbers to the centre when you enrol.

Customer Reference Number (CRN)- what is this?

This is an identification number that the Government uses to identify each family and each child. These numbers link the family and their children to the centre.

A CRN is required for **each family** and **each child** when making a Child Care Subsidy claim.

Child Care Subsidy (CCS)

The Child Care Subsidy is a means-tested subsidy which, if you are eligible, is paid directly to CatholicCare to reduce the fees you pay. The gap fee is paid by you.

There are 3 important actions required from families before Child Care Subsidy will be paid to the service:

- Determine eligibility and apply for CCS directly with Centrelink, through a myGov account.
- Provide the child's CRN and linked parent's CRN details to the service
- View and confirm your child's enrolment details through your myGov account.

To learn more please see the Centrelink Online Account Help Factsheets:

CCS Claim

Confirm your child's enrolment details for CCS

Please note your child must also meet [immunisation requirements](#), and Australian residency requirements.

Contact

Further information regarding the CCS can be found at the [Department of Human Services](#) or you can call 136 150 (Mon-Fri 8am-8pm).

Related documents

Agency policies

- [Enrolment, Waiting List, Orientation and Termination policy](#)

Agency forms

- [ELC Enrolment Form](#)
- [Forestville ELC Enrolment Form](#)
- [Before and After School Care Enrolment form](#)
- [Before and After and Vacation Care Enrolment form](#)
- [FDC Enrolment Form](#)

External resources

- [Department of Human Services](#)

Sign off and review

Version	Authorised by	Approved date	Review cycle	Review due
1.0	Executive Team	13 November 2018	Annually	November 2020
2.0	General Manager Children's Services	20 June 2019	Annually	June 2020

Revision history

Version	Description	Author	Amendment date
1.0	Policy	Policy Specialist	3 October 2018
2.0	Policy	Quality Practice Manager Children's Services	1 May 2019