



1. Introduction

Coast Services Group limited (a wholly owned subsidiary of Coast Community Connections LTD). That provides Child Care Services at a reasonable cost for service users in the Central Coast Local Government Area (LGA).

2. Definitions

CCS Child Care Subsidy is obtained through Centrelink, a government funded body that provides fee Assistance to families/carers that have children between the age of 6 weeks & 16 years of age.

KU Inclusion support agency who offer support through funding to services, families & staff who have children with diagnosed additional needs.

CEO Chief Executive Officer of Coast Community Connections LTD.

3. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (A wholly owned subsidiary of Coast Community Connections LTD). This applies to Early Childhood Programs, Occasional Care, Out Of School Hours Care, Vacation Care programs and services.

4. Policy

We aim to provide a quality service that is affordable for families, also ensuring that services continue to be viable. Fees are set annually at Budget reviews in June for the following financial year. The fees are in consultation with the CEO and Manager of Children Services. A letter is distributed to all services giving families 2 weeks' notice of a fee rise.

5. Procedures and Implementation

5.1 Fee structure permanent bookings for Before and After School Care

- 5.1.1 Permanent Before School Care fees are \$18.00 per session per day.
- 5.1.2 Permanent After School Care fees are \$26.00 per session per day.
- 5.1.3 Permanent Before and After School Care bookings must be 2 weeks in advance at any one time.
- 5.1.4 All permanent fees must be paid in full, before booking in for Vacation Care.
- 5.1.5 Families with Permanent bookings must give 2 weeks' notice in writing to the Nominated Supervisor if you wish care to cease.

5.2 Fee structure casual bookings for Before and After School Care

- 5.2.1 Casual Before school care \$18.00 per session per day
- 5.2.2 Casual After school care \$26.00 per session per day
- 5.2.3 Families with casual bookings must give 24 hours notice by phone or email to the Nominated Supervisor if care is not required to avoid being charged.
- 5.2.4 All casual fees must be paid in full, before booking in for Vacation Care.
- 5.2.5 Fees will be collected by Direct Debit on a fortnightly basis.
- 5.2.6 If there are outstanding fees on account, Nominated Supervisors have the right to decline casual bookings until the balance has been paid in full.

5.3 Additional fees for casual and permanent types for all Services

- 5.3.1 A \$15 term fee is generated the first week of each term, this is automatically added to your account. This fee is applied per family and it supports the budget allocated to accounts and administration covering wages for staff handling accounts.
- 5.3.2 A \$2.00 non-notification fee will apply for bookings or absences that occurred without notice from the family to the service.
- 5.3.3 CCS will not be paid if a child's start or end date is on an absence. The child must attend care up until their last day of notification period otherwise the care will be charged at full fees. Families are made aware that Centrelink cease all enrolments after 14 weeks of a child not using care and consider this as the child "no longer attending the service". If a child's last day is an absence before the enrolment is ceased, then the Parent/guardian will be required to pay full fees for this day and any consecutive absent days as per Child Care Subsidy Legislation.
- 5.3.4 If a child reaches 42 absences in a financial year any other absence recorded after this may be charged at full fees. CCS will not be applied unless a doctor's certificate has been given to the Nominated Supervisor and Centrelink; Centrelink will need to approve this for it to be classed as an "additional allowable absence".
- 5.3.5 It is important to ensure you have adequate funds within your nominated bank account or card to cover your fees as there is a \$14.95 "dishonour fee" that will be automatically added and charged to your account if funds are not available
- 5.3.6 Credit cards payments attract a 2.35% surcharge for Visa and Mastercard and 4.4% for Amex, this will be charged to your account.

5.4 Fee Structure Vacation Care

- 5.4.1 Vacation care is \$70.00 per day. This fee applies during School Vacation Care period and on pupil free days.
- 5.4.2 Vacation Care must be paid in full by the client to confirm the booking.
- 5.4.3 Bookings made on the day of the excursion will incur a \$10 late booking fee.
- 5.4.4 Refund and credits on the account will only be applied for an illness if the Service receives a notification from the family by 7.30am on the day and a Doctors Certificate stating the reasons the child could not attend the service is provided. A refund can be given if the service reaches their full capacity and the "absent child" is replaced with a child on the waiting list.

5.5 Fee Structure Occasional Care

- 5.5.1 Occasional Care is \$8.00 per hour.
- 5.5.2 Families must give 24 hours' notice by phone or email to the Nominated Supervisor if care is not required to avoid being charged.
- 5.5.3 Bookings should be paid prior to or on day of attendance and must be paid in full by the end of the week attended.

- 5.5.4 If there are outstanding fees on account, Nominated Supervisors have the right to decline bookings until the balance has been paid in full.

5.6 Procedure for payment

- 5.6.1 The Service will Direct Debit fees on a fortnightly basis including two weeks in advance via our Debit Success System.
- 5.6.2 CRN (Customer Reference Number) is provided to all families by Centrelink, CCS (Child Care Subsidy) is offered to all eligible families through Centrelink for our Before, After and Vacation Care Services. All families are advised to register before commencing care to gain a CRN, available at Centrelink or online www.centrelink.com.au.
- 5.6.3 Families who use our Before, After and Vacation Care Services are required to confirm their Child's enrolment at our Service through MYGOV. CCS will not be paid to the service until this has been completed.
- 5.6.4 Each week families receive a statement which shows the cost of fees including two weeks in advance. It will reflect that CCS has been paid to the eligible families and Services.
- 5.6.5 If no notice is given any advance payment in fees will be withheld by the service.

5.7 Overdue fees

- 5.7.1 Families with overdue fees will be encouraged by the Nominated Supervisor to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.
- 5.7.2 If this is not done, or the agreed arrangements are not kept, the matter may be referred to the Manager and/or cancellation of the child's booking may occur.
- 5.7.3 The service will follow the below payment process for declined payments.
- First declined payment, the Nominated Supervisor will contact you via email to advise that your payment was declined and to discuss payment arrangements
 - Second declined (consecutive) payment, the Nominated Supervisor will contact you and advise that your care arrangements have been cancelled until the service has received payment.

5.8 Late pick up fees

- 5.8.1 Our service reserves the right to implement a late collection charge when families have not collected their child/ren from the service before closing time. This charge will be set at a rate determined by the Approved Provider and based on the service's need to recoup expenses incurred in employee overtime wages. Our closing time is strictly 6:30pm each day for our OSHC Services and 4:30pm each day for our Occasional Care Service.
- 5.8.2 If families are running late, they are required to call the centre to notify that they are running late. If we do not hear from families by 6:30pm we are required by law to notify the appropriate authorities so it is important to contact us should you be running late.
- 5.8.3 To reduce the necessity of families having to pay late fees and children being at the centre after hours parents need to provide at least 2 adult contacts (Over the age of 18 years old) to collect the child in the event that parent/s guardians are unavailable. This is required upon enrolment.
- 5.8.4 Families will be charged \$20.00 for every 15 minutes after closing time. This charge is non-negotiable & will be billed directly to your account.

5.8.4 If the parent /carer continue to collect their child after the service has closed, the Nominated Supervisor or Children's Services Manager will discuss other services that the family could possibly utilise to suit their needs or the child's position at the service will be cancelled.

5.9 Fees In credit after ceasing care

5.9.1 This occurs when a family has a credit over \$50 on their account and has not attended the service for 90 days.

5.9.2 The Nominated Supervisor will phone the family on the first instance.

5.9.3 The Nominated Supervisor will then send an email to request bank details for reimbursement of the money in credit.

5.9.4 After 30 days we will repeat steps 5.9.2 and 5.9.3 if we have had no response these emails will be kept in the Nominated Supervisors records as required.

5.9.5 Vacation Care Services will follow this process every 12 months

Other related policies and procedures

- Enrolment and Orientation Policy
- Attendance and Absence of children policy

Forms and Records

Enrolment forms

Amendment forms