

Fees (Vacation Care)

Policy Statement

We aim to provide a quality service that is affordable and accessible to families of diverse economic status. A schedule of current fees is available on request, and all fee information is available on our website and provided in booking confirmation emails.

Policy Considerations

- Child Care Subsidy (CCS)
- Confidentiality and maintenance of records
- National Quality Standards/Elements: 6.1 (Supportive relationships with families)

Procedure

Setting fees

- Fees are to be determined according to operational costs (based on the annual budget) to ensure that the required income will be received to run the Service efficiently.
- Fees will be reviewed based on attendance and the Service's ability to meet the running costs. Parents will be given at least 6 weeks' notice of any changes in fees.

Fee payment

- Fee payments are to be finalised prior to or on the first day of the child's attendance at the Service.
- Fees should be to be paid by Direct Debit on the first day of each fortnight. Families will receive a statement for payment showing their child's booking, fees, CCS entitlements and payments.
- The Service is approved to offer Child Care Subsidy (CCS) to eligible families. Child Care Subsidy is paid directly to the Service, and the family will then pay the gap.
- Families must confirm their child's enrolment with Kids Biz through their MyGov account in order to receive CCS. If the family does not confirm the enrolment through MyGov full fees will be charged.
- If CCS entitlements are withdrawn the family is responsible for paying the full fee to the service.
- All relevant documentation pertaining to CCS will be kept for the specified time and made available to Commonwealth or State/Territory Departmental Officers on request.
- 7 days' prior notice must be provided through the online booking system or in writing via email for any changes to the days of care or for cancellation of care.
- If the above written notice is not given, the full fee must be paid. Additional days of care and excursion enrolments—if a vacancy exists—will be provided; 48 hours' notice is preferred, however, walk in bookings are possible providing there is staffing capacity, an enrolment form has previously been completed, and payment arrangements are agreed to.
- No additional fees will be applied to additional bookings and this is absorbed into the standard fee.
- If fees are not received by the due date a late payment fee may be charged and care may be suspended until the account is paid.
- Third party debt collection may be used for unpaid accounts. If an account has been referred to debit collection the family will be unable to access care until the account is paid in full, including any applicable debt collection fees.

Reviewed on:	28/02/2023	Approved on:	10/04/2023
Reviewed by:	Courtney Tanner	Approved by:	Natasha Finnigan

Kids Biz Holidays & Sports

OSHC Policies & Procedures

- Refunds will only be issued in accordance with the business' obligations under the Australian Consumer Law and Education and Care Services National Law. Account credit will be made available for cancellations made with sufficient notice.

Late pick up fees

- Any parent who collects their child/children after 6pm will be charged a late fee.
- Parents should advise the Service when they will be late to collect their child.

If a parent repeatedly collect their child after 6pm their account may be suspended or the child's place in the Service may be cancelled.

Document Version Control

Version Date	Changes
05/12/2018	Full review
27/08/2019	Document version history added
14/07/2020	Full review
28/02/2023	Full Review

Reviewed on:	28/02/2023	Approved on:	10/04/2023
Reviewed by:	Courtney Tanner	Approved by:	Natasha Finnigan