

Fees

POOSH Care Inc.

POLICY STATEMENT:

At POOSH we strive to ensure that our service is affordable and accessible to families at Pymble Public School. Fee levels will be set by the Management Committee each year in accordance with the annual budget. The Management Committee ratifies the budget annually, or as necessary and monitors it carefully throughout the year.

CONSIDERATIONS:

- Education and Care Services National Regulations 168, 172, 173.
- National Quality Standard 7.3
- Hubworks! / Hubdebit.

PROCEDURES:

a) Membership

- POOSH Care Inc is an Incorporated Association therefore, families enrolling their child/ren in the service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.
- A membership fee of \$40 per family is payable on an annual basis.

b) Child Care Benefit

- Most Australian families are eligible to receive Child Care Benefit. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB applied to their account, families must first register with the Family Assistance Office.
- In addition, the government provides an additional 50% tax rebate to families for out of pocket childcare expenses via the Child Care Rebate (CCR). CCR is paid fortnightly either to the family or the service. The service encourages families to authorise the CCR to be paid directly to the service.
- The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit if applicable.

c) Bookings and Cancellations

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's online Enrolment Form in full, signed all disclaimers and, if applicable supplied the centre with a medical plan, medication box and risk minimization plan.
- If casual bookings are cancelled, no charge will be applied if 24 hours notice is given.
- Families wishing to cancel their child's place at the service are required to provide two (2) weeks notice to a Co-ordinator, or they are liable to pay the equivalent of two weeks child care fees to the service.

e) Absences

- Fees are payable for family holidays, school excursions and sick days, if those days fall on a day that a child is booked into the service.
- If the child's absence exceeds two school weeks (10 absent paid days) no charge will be applied if prior written notice is given.

f) Service Closure

- No fee is charged while the service is closed during school holidays, public holidays and pupil free days.

g) Payment of Fees

- POOSH Care Inc is a direct debit only service. Families will be emailed a fortnightly invoice and the total amount owing will be automatically debited. (Regulation 168).
- If the school term ends on an odd week (eg 11 weeks). The last three weeks of term will be billed together.
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.
- HUBDEBIT surcharges - Amex - 3.85% +75c / Credit Card (visa/MasterCard) 0.9% +75c/ Debit Card 75c

h) Debt Recovery

POOSH Care Inc. Policies and Procedures

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the owed money.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding fees are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
 1. If arrears exceed \$1000 families will be notified via email and a follow up time will be outlined to discuss a repayment plan.
 2. Failure to adhere to the agreed repayment plan will result in a letter notifying the parent that unless payment is made within 5 working days the child will be unable to attend the service.
 3. 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.

i) Non-notification Fee

- Failure to notify the service that your child will be absent for an afternoon session will result in a \$15 non-notification fee.
- Failure to notify the service that your child will be attending an afternoon session will result in a \$15 non-notification fee. Parents will be contacted and the child will only be able to stay at POOSH if there is space.

j) Late Collection Fee

- The service operates in the mornings from 7.00am-8.30am and in the afternoons from 2.55pm until 6.00pm. Staff are unable to accept children into the service outside of these hours. Late pick up fees are levied after 6pm. The fees are a \$26 flat fee and a \$1 per minute fee after 6pm.
- The hours and days of operation of the service will be displayed prominently within the service (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 the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

k) Methods of Payment

- Fees can only be paid by:
 - ✓ Direct Debit - from your bank account or credit card to the service's bank

account. Details on how to register with Hubdebit are sent upon enrolment.

- Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected (Regulation 172).
- The service does not accept any cash payments.

l) Confidentiality

- All information in relation to fees will be kept in strict confidence. Members of staff, 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, or particulars of fees will be available in writing to families, upon request.

m) 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).

n) Acknowledgement of Responsibility to Pay Fees

- Families are required to read and sign the *Disclaimer* on the service's Enrolment Form in relation to payment of fees.

o) Daily fees

Permanent fees

Mornings \$11

Afternoon \$19

Casual fees

Mornings \$13

Afternoons \$21

Endorse: 14/10/2018	Review Date: 20/12/2019
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