



Fee Policy

July 2019-June 2020

POSITION STATEMENT

Young Adventurers fees are payable two weeks in advance at all times.

Our preferred method of fee payment is via Direct Debit utilising the Debit Success system with payments occurring on a Friday. The Direct Debit form must be returned to our service prior to your child's enrolment start date. Alternate fee payment arrangements may be available upon request. Payments are scheduled to occur on a fortnightly basis however weekly or monthly payment options are available by request. It is the parents /guardians responsibility to ensure there is enough money in their account to cover these charges on this day.

Two subsequent declined payments may result in your placement being cancelled until arrangements are made to recover your due fees. Please note Debit Success charge families a failed payment fee for declined transactions which is non-refundable. Our service will cover the set up costs and weekly transaction fees for all direct debits excluding any failed payment fees.

A change of details form can be collected from our office if you need to change your personal details or account details. This must be received the day prior to your next due direct debit transaction.

Two weeks notice in writing must be given to alter or cancel your bookings. If this is not adhered to normal fees will be charged for the period.

Your child's booked days cannot be swapped for staffing and placement reasons however if additional days become available they may be offered to families upon request in which case the additional fee will be added to your next direct debit transaction.

From 1st July 2019 we have updated our Holiday Discount Fee to now include a \$10 discount for any absences that are marked by parents using the Kindynow app for both holidays or illnesses by 9am. 2 weeks notice is no longer required prior to the child's absence to access the discount – however this discount is not applicable to children enrolled in the Kindergarten program Option 1 or 2 as they already receive discounted fees. The discount does not apply to public holidays unless your child is absent immediately prior to or following a public holiday – see Absence Holiday/Illness Discount Fee below.

As we bill in advance the fee may need to be backdated and credited to the account following the absence period. We encourage parents to still record upcoming holidays in the Green book on the front desk as this helps us plan in advance for staffing and meals & to ensure the discount is applied.

In addition to the Child Care Holiday Discount Fee we will continue to provide a sibling discount for families who have more than one child enrolled at the centre (excluding Kinder children who already receive discounted fees).

YOUNG ADVENTURERS FEES FROM JULY 2019 ARE AS FOLLOWS:

Child Care \$117 per day (valid from 1st July 2019)

Child Care Sibling \$110 per day (valid from 1st July 2019)

Absence Using Kindynow app: Holiday/Illness Discount Fee \$10 discount off the full Child Care Fee per child per day for absences marked by parents by 9am using the Kindynow app (valid from 1st July 2019)

Casual booking \$117 per day (valid from 1st July 2019)

Kindergarten – a term fee applies see attached Fee Schedule July 2019- June 2020

Late Collection Fee \$25 per child per day & additional \$1 per minute after 6pm.

Fees are payable for ALL days booked, including any absences due to illness, holidays or public holidays. Invoices will be emailed or can be sent at any time on request.

All meals are provided & included in your fees. This includes children accessing the Kindergarten program. Nappies are also provided & included in your fees if required.

Our centre closes annually for the period between Christmas Day and New Year. Families will not be charged during this closure period. Closure dates are displayed in the centre foyer.

Child Care may be available before & after a Kindergarten session – a fee applies see attached Fee Schedule July 2019- June 2020.

Kinder program The kindergarten program will only be offered during school terms however families who require care during school holidays can retain their usual booking and will be charged the usual full day fee. It is a requirement of the Kindergarten Funding from the Department of Education and Training that any child enrolled to attend the Kindergarten program must attend for a minimum 15 hours per week and as such a minimum two day booking if required for all Kindergarten enrolments. A minimum two day booking applies to children enrolled in the kinder program only.

Casual bookings Casual bookings may be available by contacting the Service at any time during opening hours or can be booked using the Kindynow app. Families can view their child's current bookings up to 2 weeks in advance on the Kindynow app & can set notifications to inform them if a vacancy arises in their child's room, book casual days & mark their child as absent using the Kindynow app.

Subsidies The Family Assistance Office provides Childcare subsidies to eligible families including Kindergarten families choosing Option 1,2 or 4 to assist with the cost of childcare. Please contact Centrelink to check your eligibility prior to enrolment. It is the families' responsibility to register for any subsidies directly with Centrelink.

As fees are estimated in advance & in goodwill occasionally Centrelink may cancel or withhold subsidy payments from the Service for families due to outstanding tasks or issues between Centrelink and the family. If this results in subsidies not being paid by Centrelink to the Service for a family then the family will be required to pay the outstanding amount to the Service. Please note our Service is unable to contact Centrelink on families behalf and has no control over how much subsidy is paid. This is managed between families and Centrelink. Families must respond to Centrelink requests for information including ensuring their child's immunisations are up to date to avoid having subsidy payments cancelled.

Late Collection Fees – It is a legal requirement that children must be collected from our service by 6pm and that no children are to remain on the premises after 6pm. A late fee of \$25.00 per child will apply after 6pm with an additional \$1 per child per minute charged. If you are going to be late for any reason, please contact the educators at our Centre prior to 6pm. If your child is not collected by 6.15pm and no contact has been made between the parent or one of your nominated emergency contacts Police will be notified. Our operating permit and insurance is valid between the hours of 8am to 6pm and cannot be extended for any period outside of these hours. Please allow enough time to arrive, greet your child and staff, exchange information about your child's day and sign your child out therefore leaving the premises by 6pm. Failure to pick up your child by 6pm may result in instant termination of your enrolment with the two week notice period waived.

If at any stage you have financial difficulties, please speak to the Director. If fees lapse by 2 weeks and no special arrangements have been made your child's place will be considered vacant and may be offered to another child. Families experiencing hardship may be able to apply to Centrelink for increased subsidies (Centrelink - Additional Childcare Subsidy Hardship).

Fee review Fees will be reviewed in March each year. Families will be given one month's notice of any changes to the current fee schedule. Enquiries regarding fees can be made to the owner/Approved Provider: Marg Hartshorn on 50329729.