

Fees, Bookings & Orientation Policy & Procedures

POLICY STATEMENT

Staff will endeavor to make all families feel welcome and provide as much information as possible to new parents to make their experience at Cubbyhouse a positive one.

In order for Cubbyhouse to provide high quality learning experiences and environments for families the centre must also be financially viable. This makes it imperative that all families adhere to the fees policy.

Orientation Procedure

On initial enquiry from prospective parents/guardians, staff should answer all questions to the best of their ability, forward any queries to the Administrative Co-ordinator or offer to have the Co-ordinator contact them if they are not available at the time.

All new parents/guardians should receive a full enrolment pack and if possible a tour of the centre.

Parents will be advised to visit the centre with their child prior to their first day for an orientation 'Stay & Play' session free of charge with parent in attendance. This allows both the child and the parent/guardian to become familiar with the staff and the centre.

Enrolment Procedure

A current Enrolment Form, Parent Registration Agreement and Direct Debit Request Form need to be completed by parents/guardians.

Forms will then need to be returned to the centre's administration with a copy of the child's birth certificate and an Australian Immunisation Record (AIR) less than 2 months old at the date of enrolment before bookings can be made.

Bookings can be classed as either permanent or casual.

- Permanent bookings are regularly occurring bookings (same day/s every week).
- Child care fees for permanent bookings are charged each week that the centre is open whether your child attends or not.
- Permanent bookings that fall on a Public Holiday (centre is always closed) will be charged at a flat rate of \$52.50 regardless of whether you have a full day or half day enrolment on that day (or at your usual fee if less than \$52.50)
- Casual bookings are bookings which are made on a week by week basis (parents ring to see what days are available for casual bookings)

A permanent booking, if needed, will take precedent over a casual booking and may result in the casual booking being cancelled. Parents will always be informed beforehand and given the option to move off casual to permanent.

- Casual bookings made for 3 weeks in a row on the same day/time each week will then be classed as a permanent enrolment and permanent booking rules will apply.

Termination of enrolment

- Written notice 2 weeks in advance is needed to cancel a permanent booking or fees will continue to be charged.
- Casual bookings need to be cancelled at least a week (minimum) before booking date or before 10am of the Friday before the booking. If notice of cancellation is not given in this time and your child is then absent you will be charged the full fee for that day.
- If your child is to be absent for the day or will not be in until after 10am on the day of their booking please let the staff know as soon as possible. We do often have a waitlist and positions can be taken as a one off booking if we know we have room.

Loyalty Incentive

Cubbyhouse offers a loyalty incentive for families with a permanent booking. This incentive means that each child with a permanent booking is entitled to up to four charge free days per calendar year. These 'free days' can be used anytime during the year but do not accrue year to year. They can be used if the child is sick, away or on holiday. To claim a free day you must inform the Centre Co-ordinator or Administrative Co-ordinator in advance or on the morning (by 10am) of the day you wish to be charge free.

If your child is enrolled on a permanent booking:-

- By the end of the first week in term 1 (school term) then you are entitled to four free days.
- After the end of the first week of term 1 but before the end of the first week of term 2 then you are entitled to three free days.
- After the first week of term 2 but before the end of the first week of term 3 then you are entitled to two free days.
- After the first week of term 3 but before the end of October then you are entitled to one free day.

Hours of Operation

Between 8:15am and 5:15pm, Monday to Friday, for 49 to 50 weeks of the year closing for between 2 to 3 weeks over the Christmas/New Year period depending on need.

Please note the centre is not licensed outside of these hours hence children must be collected on time.

The centre is closed on all WA Public Holidays.

(A charge applies for permanent bookings that fall on that day)

Session Times are

Full Day: 8:15am - 5:15pm

Morning Session: 8:15am - 12:45pm

Afternoon Session: 12:45pm - 5:15pm

Full Day 3pm pickup: 8:15am - 3:00pm

After School Care: from 2:30pm/3pm or as organised prior with parent

Shift workers - Allowances can be made for shift working families who have regular (consistent) permanent fortnightly/ 3 weekly bookings on a case by case basis.

**Session times can be flexible depending on our booking numbers and staff arrangements - please contact the Administrative Coordinator if you have an enquiry.*

Fees

The Management Committee will determine the required fees to remain financially viable. The fees will be reviewed annually or at a time deemed necessary by the Management Committee.

Child Care Fees: (as from 1st July 2019)

Full Day: \$105.00 (includes morning & afternoon tea and sunscreen)

Morning Session: \$52.50 (includes morning tea & sunscreen)

Afternoon Session: \$52.50 (includes afternoon tea & sunscreen)

After School Session: \$37.50 (2:30pm/3pm-5:15pm)

Casual Hourly Fee: \$15.00/hour (includes sunscreen)

Public Holiday Closures - \$52.50 flat rate (or your usual fee if less than \$52.50)

*Wipes and cow's milk are supplied at the centre for all children who require them.

**Please note that with the government child care subsidy our families pay as little as \$20.21 and up to \$52.50 for a full day session only.

Payment of Fees

Fees are to be paid to Wongan Cubbyhouse Inc one week in advance using the centre's Debitsuccess system (form included in enrolment pack & is to be filled out at time of enrolment)

- Payments can be made via direct debit or credit card whichever you specify on the form
- Fees can be paid weekly or fortnightly whichever you nominate on the form
- All transaction fees are outlined on the direct debit request form.
- Details of an individual's account are confidential and are stored appropriately.
- Individual families may access their account/enrolment records at any time.

If a payment is declined (ie: insufficient funds in your account) we are notified by Debitsuccess. You will be given the opportunity to pay outstanding fees within 7 days before your enrolment is cancelled. Continual declined transactions will result in your enrolment being cancelled.

Overdue Accounts

Any overdue accounts if not reconciled within the 7 day leeway will be issued with automatic enrolment cancellation. A written request will also be given for the recovery of amount outstanding. A second notice will be given after 7 days. If no arrangements or contact has been made with the Administrative Co-ordinator legal action will proceed to recover the outstanding amount.

Fees for Late Collection of Children

The late collection fee is \$1.00 per minute per child.

To maintain licensing regulations, it is essential that booked times be adhered to with children not being dropped off before 8:15am (or the start of their session time) or picked up no later than 5:15pm (or the end of their session time).

If you are delayed through unavoidable circumstance, you should ring the centre to let staff know what is happening. If we have not heard from you, staff will attempt to contact both parents and the emergency contacts nominated on your enrolment form.

****After the 3rd occurrence of the \$1 late collection fee being charged, all late collection fees thereafter (until the end of the year) will increase to \$5 per minute per child.**

Family Assistance Entitlements - Child Care Subsidy

If your family taxable income is less than \$352,453 per year then you are eligible for the Government Childcare benefit called Child Care Subsidy (CCS) as long as you meet some basic criteria. CCS is a single-means tested payment. Eligibility for CCS will be based on an activity test but the minimum hours of care that all families are eligible for is 24hrs per fortnight - over one full day of care per week. For more information on CCS (Jobs for Families Child Care Package) please go to the Department of Education and Training website www.education.gov.au/ChildCarePackage. On this page there is information on the Jobs for Families Child Care Package and CCS. Also, there is a link to a simple easy to use 'Family Child Care Subsidy Estimator.' The estimator will ask you to input your annual family (combined) income before tax, hours of work related activities (of the person who does the least hours per fortnight of work, training, studying or volunteering), how many children you have in child care and the type of care (Cubbyhouse is centre based care). To access the Child Care Subsidy (CCS) you will need to have a myGov account. Through your myGov account is where you access the Child Care Subsidy Assessment and keep your details updated. It allows you to make changes and approve subsidies without having to contact Centrelink directly. All families need to provide their Child's CRN and the claiming parent's CRN regardless of whether you are claiming or not and all subsidies are paid direct to the centre and only a Gap fee is charged.

It is your responsibility to ensure you have completed your Child Care Subsidy assessment on MyGov. If your registration is not done correctly, you will be charged at full rates until your CCS is confirmed and received by the centre through the CCMS system. The centre operates under the Federal Government's Child Care Management System (CCMS) and the centre is an approved service not a registered service.

****Most of our families receive the government Child Care Subsidy. Here at Cubby a Full Day charge only costs families between \$52.50 and \$20.21 out of pocket.**

Our records are updated online when you make any changes to your myGov account. We do not have access to any information regarding your income or other payments that you are receiving. All information that we do have is kept strictly confidential and can only be accessed by centre management and the Committee President.

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Sourced: Education and Care Services National Regulations 2012 reg 160, 161 & 162
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