

FINANCIAL AND FEES POLICY

The Carol Murray Children's Centre is a non-profit Government subsidised Centre which offers both child care and preschool services. The Centre is managed by a community based management committee comprised of parents who use the service and other interested community members. This committee is responsible for all aspects of the service. As a non-profit service, your fees MUST be paid promptly to cover staff wages and operating costs.

HOURS OF OPERATION

- The Centre as a whole operates between the hours of 8:00am and 6:00pm Monday to Friday of each week.
- Child care sessions Monday – Friday:
Session 1: 8:00am –1:00pm Session 2: 1:00pm -3:00 or 4.00pm
Session 3: 1:00pm-6:00pm
- Child care is offered for 50 weeks per year. Full time, part time or occasional care will be available.
- Preschool sessions - Monday to Friday.
Session 1: 8:45am – 11:45am Session 2: 12:30pm – 3:30pm
- Preschool is offered for 40 weeks per year, over four terms.

FEES FOR CHILD CARE AND PRESCHOOL

- Fees are charged in accordance with the type of service used.
- Fees are set by the Management Committee and approved by the Department of Family and Community Services.
- Child Care fees - \$330 per week for full time care
 \$33.00 per 5 hour session
 \$20.00 per 1 hour pre-Kindy session
 \$29.00 per 2 hour session
 \$32.00 per 3 hour session
- Preschool fees per term - \$75 for 5 sessions
 \$65 for 4 sessions
 \$55 for 3 sessions
 \$45 for 2 sessions
 \$2 for lunch session

First Endorsed – January 1996, Revised – Jan 2005, May 2008, July 2009, July 2010, July 2011, July 2012, July 2013, July 2014, Jan 2015, July 2015, Aug 2016, May 2017 June 2018

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- Payment may be made by cheque or cash and placed in an envelope clearly marked with the name of child, amount and reason for payment. This envelope can be placed in the payment box at the Centre. A receipt will be issued at the earliest opportunity.
- Payment can also be made electronically. Account details are printed on the bottom of weekly accounts.
- If you are having difficulties paying fees, please see the Extended Services Director or Administration Officer before fees are too far behind. All matters will be handled in the strictest confidence.
- Casual users who do not have a regular booking must pay on the day care is given.
- All casual bookings must give 24 hours notice of cancellation. If not a \$5 fee will apply.
- Normal fees will be charged weekly in arrears.
- If accounts remain outstanding after 14 Days, a reminder will be placed on the account.
- If accounts remain outstanding after 21 Days a 2nd reminder is placed on accounts, and followed up with contact by the Director/Admin Officer.
- If an account is not paid after 28 Days, all bookings for care will be cancelled. Legal action will be initiated to recover the outstanding amount. If payment is made after this period the customer will be returned to the waiting list
- Where difficulties are being experienced in paying an outstanding account an arrangement can be made with the Extended Services Director/Admin Officer to draw up a repayment schedule. (SEE APPENDIX 3.)
- Booked care not used will be charged in full (subject to Commonwealth Child Care Benefit guidelines). Care used beyond booked hours will be charged accordingly.
- No fee will be charged when the Centre is closed over Christmas break/midyear break, 50% for Public Holidays.

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HOLDING FEES

- FULL FEES must be paid for all sick days unless a Sickness Certificate is produced, whereby a 50% reduction in fees will be allowed.
- A 50% HOLDING FEE is charged for permanent children absent due to holidays, when 1 week's notice in writing has been given, otherwise full fees will be charged.
- Full fee will be charged to permanent care for cancellations without 7 days notice.
- Changes in booked time need to be discussed with the Extended Services Director/Admin Officer. A "NOTIFICATION OF CHANGE" FORM NEEDS TO BE COMPLETED.
- One week's notice in writing must be given when a child is to be withdrawn from care.

LATE PICK-UP FEE

- A late fee of \$25.00 per child, will be imposed when children are not collected *by the end of their booked time*.
- Families will receive one written warning (Appendix), then late fee will be applied.

CHILDCARE BENEFIT

- Based on the number of children in care and the combined gross family income, financial assistance is available to families through a Commonwealth Government scheme.
- Family income is assessed by the Family Assistance Office, and the Centre is able to claim a percentage of the fee from the Government while the family pays the balance.
- Please note that full fees will be charged until a notice of entitlement is received.

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