



Kids@Weldon

Church Of England Children's Homes Burwood

FEES POLICY

Kids@Weldon is a non profit organisation providing services to meet the care, welfare and educational needs of families with children ranging from six weeks of age and into the primary years through Early Childhood and Out of School Hours Care facilities. Due to the very nature and structure of our services Kids@Weldon cannot provide credit to families for fees payments. Fees charges are kept to as minimal amount as is possible for the provision of quality care services.

Administration Fee

An annual administration fee payable at the beginning of every calendar year is charged for all services. Fees are as follows:

Out of School Hours Care	\$25.00
Vacation Care	\$25.00
Concord West Early Childhood Service	\$25.00
Weldon Occasional Care Service	\$25.00

Where parents are already booked into an Out of School Hours Care Service and that service has received their annual administration fee no fee will be charged for attendance at the vacation care service.

Security Deposit

A security deposit equal to the sum of two weeks full fees is due for all permanent bookings and payable before a child's first attended day in care. Security deposits can be paid over an agreed period of time should the initial cost cause financial hardship to families. When a security deposit payment is made over an agreed time period fees for weeks enrolled must be paid before a child attends the service for care each week.

A casual booking will incur a \$25.00 security deposit.

All security deposits are to be adjusted when days of care or fees amounts charged are altered.

Fees payments

Fees are due and payable on or before a child is presented for care each week. Several methods of payment are available for families. These are:

- Direct Deposit
- Direct Debit
- EFTPOS
- Cheque
- Cash

Receipts will be processed and available for all fees paid. Receipts will be placed into parents pockets for collection.

Statements for the upcoming weeks fees will be processed and available in parents pockets every week. Information regarding accounts payments will be added to your receipts.

Casual Bookings - A \$3.00 loading fee is added to the permanent rate for casual bookings.

Vacation Care

Under the CCMS system Child Care Benefit is received some 2 weeks after attendance. Therefore when Vacation Care is running the service will not receive any child care benefit payment towards parents accounts and we are unable to verify whether or not such a payment will be made. Parents are requested to pay their accounts as presented with a 50% deposit before their child/ren first attends and the balance payable before the last day their child/ren attends. At parents discretion, where these accounts receive Child Care Benefit,

1. refunds will be provided or
2. a credit will be held towards the following vacation care period or
3. the amount will be transferred to an OOSH account.

Child Care Benefit

All Kids@Weldon Services are registered and accredited by the National Child Care Accreditation Council and are therefore eligible for Child Care Benefit. Under the CCMS system parents must provide details in relation to their own and their children's names and dates of birth that matches any data provided to Centrelink. When data does not match exactly, child care benefit will not be paid. Lodgment of attendances is completed weekly by Kids@Weldon for the previous week. Child care benefit is then credited electronically from CCMS to your accounts via the administration system portal. At times your accounts will alter due to this electronic process as CCMS will backdate adjustments.

Alterations to attendance days for care – notification

Two calendar weeks notice in writing is required to reduce days of care. Where services are full and have waiting lists for placements, charges will only apply for the vacant period.

When services do not have full placements and parents wish to take leave two weeks notice in writing is required to suspend fees payments for that time, however, vacating a placement under such circumstances does not guarantee the placement will be available upon a families return from holiday. Parents advising of their intention to suspend care arrangements under such circumstances may lose their placement or part of their placement over the vacated period.

Withdrawal from care

Two calendar weeks notice in writing is required for the finalisation of care arrangements. Finalisation of Care forms are available for this purpose from all services and our Kids@Weldon Head Office. Refunds of security deposits will be made after the end date of care. Families are advised that non attendance in the last weeks of care will incur full fees charges as Child Care Benefit is not claimable when children do not attend on their last days of care.

Absences from care

With the introduction of the new Child Care Management System the Federal Government has awarded 42 days allowable absences from care where child care benefit is claimable. After 42 days absences have been taken during the financial year all other absence days must be approved absences to collect Child Care Benefit. All allowable absences must be taken before an approved absence is available. Parents are advised that full fees are payable when all allowable absences have been used and no documentation is provided to support an approved absence from care.

Non-notification fee

A non-notification fee of \$5.00 is charged where parents have booked their children into after school care and do not advise the service by 2.00 pm on the day that their child will not be attending. Parents are requested to contact the service first or if unsuccessful to contact our Head Office via telephone or a verified email address. When parents contact Head Office the service Coordinator will contact the parent to verify the message and confirm the absence.

Late pickup fee

Children who are collected after the closing time of a service will be charged a late pickup fee. All services will be required to ring 1194 to ascertain the exact time an adult arrives to collect a child from care. The late collection charge is currently \$25.00 for the first 10 minutes or part thereof plus \$2.50 per minute after this time. All late collection fees will be added to the family account and payment will be required prior to the following week's provision of care.

A late collection fee register will be held at the service. Adults collecting children are requested to sign this register alongside staff members present.

Every attempt will be made to contact parents and or their authorised persons for the collection of a child/children remaining at a service after closing time. Where parents fail to collect their children or organise collection of their children by 6.30 pm the Department of Community Services will be contacted and the child/dren will be delivered into the custody of the local NSW Police at the nearest station.

Failure to sign children in – failure to sign children out charge

In an effort to ensure all parents meet the Department of Employment, Education and Workplace Relations requirement which is linked to the provision of Child Care Benefit, and to avoid Kids @Weldon being penalised financially as a result, a new charge of \$5.00 will be introduced as of 7.00 am Monday 21 September 2009. This charge will be applied every time a parent or other adult whose responsibility it is to sign an enrolled child into or out of a service operated by Kids@Weldon fails to do so.

Suspension of Care Arrangements

When financial difficulty occurs we request parents advise Kids@Weldon to enable suitable arrangements to be made however Kids@Weldon reserves the right to suspend and or terminate if necessary any care arrangements due to non compliance with this policy.

Please be aware that suspension of care will result in the non collection of children from their primary or infants schools and families will need to ensure other arrangements are made in these circumstances.

Recovery of outstanding fees

At times, due to unforeseeable circumstances accounts can fall into arrears. If possible before this occurs families are advised to contact your service Coordinator and alter care arrangements as necessary. We encourage all our

parents in such circumstances to talk with your service Coordinator. Payment Plan options are available where unforeseen financial hardships arise. In some instances families may be eligible for Special Child Care Benefit through an application to the Department of Employment, Education and Workplace Relations.

However, in the event that changes to Child Care Benefit, long absences from care, past due arrears or payment plan defaults result in accounts operating in arrears and no formal arrangements are undertaken to bring these accounts into order care arrangements will be terminated.

Under these circumstances, upon termination of care arrangements accounts will be eligible for Debt Collection. Kids At Weldon engages the Sheriffs office for the undertaking of Debt Collection through the small claims court. Persons responsible for the payment of accounts are advised that the costs incurred in debt collection will be automatically added to accounts owing.

Policy Source References

Consultation with management

NCAC information resources

FAO information resources

FACSIA information