

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 happy 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 can be organised through the Centre Co-ordinator or Administrative Co-ordinator.

Enrolment Procedure

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

Forms will then need to be returned to the centre's administration with a copy of the child's birth certificate and immunisation record 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 \$46.50 regardless of whether you have a full day or half day enrolment on that day (this will increase to \$48 on 1st July 2017).
- 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 weeks of the year closing for 3 weeks over the Christmas/New Year period.

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

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

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 2016)

Full Day: \$83.00 (includes morning & afternoon tea and sunscreen)

Morning Session: \$46.50 (includes morning tea & sunscreen)

Afternoon Session: \$46.50 (includes afternoon tea & sunscreen)

Kindy Session: \$37.50 (2:30pm-5:15pm)

Casual Enrolment: \$15.00/hour (includes sunscreen)

Public Holiday Closures - \$46.50 flat rate (this will increase to \$48 on 1st July 2017)

(Please note that on 1st July 2017 the Full Day fee will increase by \$3 and the Morning and Afternoon session fees will increase by \$1.50)

Payment of Fees

Fees are to be paid to Wongan Cubbyhouse Inc one week in advance using the centre's Ezidebit 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 Ezidebit. You will be given the opportunity to pay outstanding fees within 7 days before enrolment will be 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.

To maintain licensing regulations, it is essential that booked times be adhered to with children not being dropped off before 8:15am or picked up no later than 5:15pm.

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.

Family Assistance Entitlements - Child Care Benefit (CCB) & Child Care Rebate (CCR)

Most families are entitled to the Child Care Benefit and if working, the Child Care Rebate which is a daily, quarterly or end of year rebate provided through Family Assistance 136150. You will need to register with this department and be assessed for child care for your rebate to be viable. This will also ensure you are given a Customer Reference Number (CRN) for you and your enrolled child which is needed in order for the centre to notify the department of your child's attendance.

You can opt for your rebate to be paid directly to the centre and you are then only charged the gap fee or you can receive it directly as a lump sum quarterly or yearly but you will be charged the full fee by the centre.

Dated: February 2011

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

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