

Fee and Cancelation Policy

Policy statement

The Roxby Downs Child Care Centre is a Non-for Profit Organisation, and requires full fees to be paid in line with our invoicing, to help support the centre's functions.

What does this policy apply to?

- Invoicing
- Bookings
- Cancellations
- Fee Schedule

Invoicing

The Roxby Downs Child Care Centre Invoices all families on a fortnightly basis via our booking system, HUBWORKS. These invoices are emailed to the nominated email address provided on the enrolment form. Invoicing occurs on a Monday, a fortnight in advance. Payment is due within 14 days of receiving the invoice. You will not be able to attend the service if you have not paid your invoice.

Fee's will be required to be paid in full on the day for those using our hourly care service. (If this is a permeant booking, above statement applies)

Implementation

The following outlines how fees can be paid.

- Fees can be paid fortnightly via eftpos at the centre, direct deposit or enter a direct debit agreement.
 - Direct deposit and direct debit is strongly encouraged. Our fee payment period is 14 days. Any fees unpaid after 14 days are over due. Care will be cancelled
 - Monthly payments can be made, with an agreement between families and RDCCC Management.
- Only the Director, office Manager and Team Leaders can accept payments.
- Child Care Benefits & Rebate (CCB & CCR) are available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.
- Child Care Benefits can be received as:
 - A reduction of fees through the Centre.
 - Quarterly lump sum payments to families
 - A lump sum payment to families at the end of the financial year that the Centre is used in.

Cancellations & Absences

- Roxby Downs Child Care Centre requires a minimum of 14 days' notice for cancellations of any

- booking. Full fees will still be applied for any booking cancelled within a 14-day period.
- Full fees will be charged for absences due to illness, under singular circumstances may an agreement be made between the family and RDECC Management.
 - Ending Child Care; we require 14 days' written notice otherwise **2 WEEKS FEES** will be billed to you.
 - Hourly Care - For bookings made less than 7 days in advance, 24 hours' notice for cancellations will be required, otherwise fee still applies.

NON-PAYMENT OF FEES

All accounts will be sent out fortnightly in advance. If no payment is made on an overdue account within 14 days, then the following will occur

- A \$15.00 Late Fee will be incurred for all accounts overdue within 7 days' overdue
- A \$30.00 Late Fee will be incurred for all accounts overdue within 14 days' overdue
- All Accounts later than 14 days overdue with no communication within the centre will be passed onto eCollect debt recovery.
- Any costs incurred by Roxby Downs Child Care Centre in recovering the debt through eCollect will be added to your account
- Care will be refused and any bookings cancelled if fees are not paid prior to utilizing booking.
- Bookings will only be accepted after full payment on account has been made and you may be waitlisted for a position and will be asked to enter a direct debit agreement with the centre.

Bookings

The types of bookings that are available and are as follows

- Full Time Permanent bookings are from Monday to Friday for a full day (classed as 7 or more hours)
- Half day bookings are allocated from 6:30am-12:30pm or 12:30pm-6.00pm.
- Casual Bookings made for random days, fitting in with our session times
- Before and After Kindergarten. Morning and afternoon sessions are available from Monday to Friday.
- Hourly Care, this is to be determined on the day to day bookings and availability between the hours of 9.30am and 2.30pm unless there is availability outside these times.
- All permanent or casual bookings are to be made in writing (except for booking one casual day for your child). Bookings can be made via email or by completing a booking form from the front reception.

Fee Schedule

AGE	SESSION NAME	SESSION TIME	RATE
0-6	FULL DAY	06.30 AM TO 06.00 PM	\$91.00
0-6	SCHOOL DAY	08.00 AM TO 03.00 PM	\$80.00
0-6	HALF DAY AM	06.30 AM TO 12.30 PM	\$65.00
0-6	HALF DAY PM	12.30 PM TO 06.00 PM	\$55.00
0-6	BEFORE KINDY	06.30 AM TO 08.30 AM	\$20.00
0-6	AFTER KINDY	03.00 PM TO 06.00 PM	\$25.00
2-4	EDUCATIONAL PROGRAM	09.00 AM TO 11.00AM	\$32.50
	PRE – KINDY PROGRAM	09:00AM TO 12:30PM	\$47.50
2-6	HOURLY CARE	09.30 AM TO 02.30PM	
		1 HOUR	\$15.00
		2 HOUR	\$25.00
		3 HOUR	\$35.00
		4 HOUR	\$45.00
		5 HOUR	\$55.00
	BOND	PAYABLE UPON ENROLMENT	\$200.00