



The Hutchins School: Children's Services

CS-102: Admissions, Bookings and Fees Policy

Key Legislation	National Quality Standard for Early Childhood Education and Care and School Age Care: Standard 7.3.4: <i>Appropriate Governance arrangements are in place to manage the service.</i>
Commencement Date	15/12/2010
Last Review Date	19/02/2014

1. Purpose

The purpose of this policy is to ensure that a clear, demonstrable and consistent approach is being used to facilitate bookings, and to apply fees and charges to the parents and families utilising care at The Hutchins School's Children's Services.

2. Scope

This policy applies to The Hutchins School: Children's Services.

Specific sections of this policy are limited in scope, and apply only to those services directly specified in the text.

3. Objectives

This policy exists to ensure that The Hutchins School has sufficient resources to provide quality care for pre-school and school aged children, while ensuring that the costs associated with that care remain at a level that is affordable to the parents and families utilising those services.

4. Definitions

The Hutchins School: Children's Services	A term used to denote The Hutchins School: Outside School Hours Care & Kindergarten (collectively).
OSHC	The Hutchins School: Outside School Hours Care
Kindergarten	The Hutchins School: Kindergarten (including Pre-Kinder)
CCB	Child Care Benefit
CCR	Child Care Rebate
FAO	The Family Assistance Office

5. Policy Information

Fees and charges associated with the pre-kinder and kindergarten classes are available at [The Hutchins School web site](#).

Fees and charges associated with The Hutchins School: Outside School Hours Care are also [available online](#).

Each fee structure is subject to periodic review, as determined necessary by the Business Manager of The Hutchins School.



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Admissions

Admission to the Service is dependent upon the provision of a completed, up to date enrolment pack. All forms within the enrolment pack must be completed prior to admission. It is the responsibility of the parent to ensure that these details are kept up to date, and that any change of address, medical condition, or other relevant information is submitted to the centre.

Outside School Hours Care: Bookings & Cancellations

Bookings are compulsory for both Vacation Care and After School Care. If a child is booked in but is away sick, then the parents must ring the service. A cancellation fee applies once the child has been booked in. Bookings cancelled with a week's notice or more incur no charges, while those cancelled within the week of care retain 50% of the normal fee charges. During Vacation care, cancellations with more than a week's notice are not charged. Cancellations during the week of care retain 50% of the booked session fee.

In all care types, bookings that remain unused, without cancellations, are charged at full fee. After School Care bookings may be casual or permanent. A permanent booking is one where the child attends on the same day(s) every week. Casual bookings are for those requiring occasional care only. These bookings require notification prior to arrival, either via phone, or email, and are subject to the availability of staff, and the number of licensed places available in the centre.

Vacation Care bookings are dependent upon the submission of the relevant permission forms prior to the Vacation period itself. These forms will be located in the centre, and available online, at least one month prior to the start of the program. Phone bookings are accepted, but will not be confirmed prior to the completion of the permission forms.

Child Care Benefit does not apply to cancellation fees. No cancellation fee will be charged if the child is sick, and a medical certificate is provided. These rates and conditions also apply to Student Free Days. Both by policy and in accordance with Licensing requirements, all conditions of bookings and admissions are provided in print (and online) to parents on a regular basis.

Child Care Benefit / Child Care Rebate

As an approved Child Care provider, parents utilising the centre are able to apply for Childcare Benefit (CCB) and Child Care Rebate (CCR). Childcare Benefit can be taken in the form of reduced fees, or as a lump sum payment through the Family Assistance Office (FAO) at the end of the financial year. Child Care Rebate offers a 50% rebate on out-of-pocket expenses, up to a maximum of \$7,500.00, and is returned to a designated bank account by the FAO on a pre-arranged schedule, or, in the absence of a previous arrangement, quarterly.

The service can help with most questions regarding CCB, but is not an agent for the Family Assistance Office. It is the responsibility of the parent to submit an application for CCB to the FAO. Eligibility for Child Care Benefit subsidies is means-



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tested, and determined by the FAO. In keeping with the Centre's compliance requirements, each parent's usage of care will be recorded, and submitted to the FAO on a weekly basis. To do this, the Hutchins OSHC service requires that each parent accurately record their child or children's arrival and departure times, and adds their signature in the appropriate place on the weekly sign in & out sheet. This is a requirement of the FAO itself. The service will keep and maintain accurate and up to date records of each family's Child Care Benefit claims, and all records and personal details will be kept confidential.

Priority of Access

The Hutchins School acknowledges that there may, from time to time, be a waiting list for the use of the Service. To ensure that this system is fair, the Australian Government has created 'Priority of Access Guidelines' for allocating places in these circumstances. All available Child Care places are allocated according to the following priorities:

- Priority 1:** *Children at risk of serious abuse or neglect*
- Priority 2:** *Children of a single parent, who satisfies the work/training/study test under Section 14a of the Family Assistance Act*
- Priority 3:** *Any other child*

Within these main categories, the centre is also required to give priority to the following:

- Children of Aboriginal or Torres Strait Islander families;
- Children in families which include a person with a disability;
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold in any given year (determined according to the Family Assistance Office), or who, or whose partner, is on income support;
- Children in families from a non-English speaking background;
- Children in socially isolated families; and
- Children of single parents

Payments and Overdue Accounts

All parents using the Service are required to pay their fees in full at the end of each month. Fees may be paid through the Hutchins School office, or through any of the payment methods listed on the invoice. Accounts are sent out at the end of each calendar month. Parents who are unable to pay their fees (for any given reason) should discuss the matter with the Hutchins School Business Manager, and will be provided with payment options.

The Service reserves the right to refuse admittance to any child, if, for any reason, fees are in arrears. Parents currently on a payment plan determined by the School's Business Manager will be exempt from this condition.



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6. Supporting Procedures / Guidelines

The procedure for collection of overdue fees is as follows:

- Accounts are sent out to parents at the end of each month. If an outstanding amount is not paid by the end of the following month, a further account is sent with the request for payment within seven days.
- If a meeting with the parents cannot be arranged, or if payment of fees is still overdue beyond this point, the service director will advise the Hutchins School Business Manager. Outstanding fees will then be referred to a collection agency. Families whose accounts have been referred for collection will be excluded from care until outstanding fees have been paid.

7. Legislative Documentation and Standards

National Quality Standard for Early Childhood Education and Care and School Aged Care, Canberra, ACT, 2009.

Quality Area 7: Leadership and Service Management

- **Standard 7.3: Administrative systems enable the effective management of a quality service.**
 - Element 7.3.4: *Appropriate Governance arrangements are in place to manage the service.*

Belonging, Being and Becoming: The Early Years Learning Framework, Canberra, ACT, 2009.

My Time, Our Place: The Framework for School Age Care in Australia.

Education and Care Services National Law Act 2010.

Education and Care Services National Regulations 2011: Regulation 99; 168, 168(2)(h).

Department of Education, Employment and Workplace Relations,

Priority for Allocating Places in Child Care Services, accessed 20th of April 2010,

<http://www.deewr.gov.au/EarlyChildhood/programs/ChildCareforServices/Operation/Pages/Priorityforallocatingplacesinchil dcare services.aspx>

8. Referenced External Documentation

Kennedy, A. & Stonehouse, A.

Shared Visions for Outside School Hours Care. Melbourne: Newton Press, 2004.



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9. Record Keeping

This policy is to be kept for three (3) years until review, unless there is a significant legislative or organisational change requiring earlier review.

The master copy is kept on Sharepoint (Policies) and is read-only in PDF form. All printed copies are uncontrolled.

10. Policy Owner

The Hutchins School Headmaster

11. Policy Review Details

Date

Changes made under review

19/02/2014

Policy placed in new (2013) template. Minor changes made to terms contained within the document to preserve continuity with the NQF and EYLF (e.g. "staff" becomes "educators" and so on). No major changes to procedures. Policy has also been changed to a global Children's Services policy, with sections pertaining to specific services listed accordingly.