

<b>A-4</b>	<b>FEES</b>	
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## POLICY STATEMENT

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TWOOSH is a not-for-profit organisation. TWOOSH sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that TWOOSH is affordable and accessible to families in our community. The Management Committee (Approved Provider) ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

## REFERENCES AND CONSIDERATIONS

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- Education and Care Services National Regulation 2011 (168,172,173)
- National Quality Standard: Quality area 7.3.
- Child Care Service Handbook (CCMS) 2013–2014

## Related TWOOSH documents

- Family Information Booklet
- TWOOSH parent survey 2019
- Policy A-3 – Enrolment and orientation
- Policy A-5 – Drop off and collection of children
- Policy A-10 – Roles of management
- Policy A-12 – Privacy and confidentiality

## PROCEDURE

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- ◆ Bookings and cancellations
- ◆ Please refer to Policy A-3 – Enrolment and orientation.

## Absences

- ◆ If a child is absent from after school care and TWOOSH is not notified of the absence before 3pm, a search fee of \$10.00 per instance will apply and be charged to the family's account.
- ◆ If a child is booked into TWOOSH on specific days, fees are still payable if a child is absent for whatever reason, including:
  - sickness
  - family holidays
  - overnight school excursions
  - teacher strike days.
- ◆ CCS is paid for up to 42 absence days for each child per financial year across all approved children's services. Absence days are referred to as 'Initial 42 days absence' in the family assistance law. Supporting documentation is required for most additional absence types.
  - Each child receives a new set of initial 42 absence days at the beginning of the financial year.
  - These absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).

- These absence days cannot be reported before a child has begun care or after a child has left care. If a child is booked in to start at TWOOSH on a particular date, and does not start on that day due to an absence, the family will not receive CCS for the days the child was expected to attend, initial 42 days absences may not be claimed for these days. Similarly, if the family has advised that their child will leave TWOOSH on a particular day, but that child does not attend their last session(s) of care, the family will not receive CCS for the days the child was expected to attend. Initial 42 days absences may not be claimed for these days.

## Service closure

- ◆ No fee is charged while TWOOSH is closed over the Christmas/New Year period. However, fees are still payable for closure due to a public holiday within a school term if it falls on a day the child is normally booked into TWOOSH. This includes public holidays which fall on the first day back after school holidays.
- ◆ Normal before and after school care fees are NOT PAYABLE during school holidays or on pupil free days. These days are determined as per the NSW Schools calendar. Separate fees will apply if the child is booked in for vacation care.

## Payment of fees

- ◆ Guardians must fill in electronic direct debit details, within Xplor, on enrolment to TWOOSH. Fees must be paid once invoiced within the stated due date. Families will be provided with a statement of fees charged by TWOOSH(regulation 168).
- ◆ Guardians will receive a statement of fees two working days prior to the fees being automatically deducted from their account. Any changes to fees will be shown on the following statement.
- ◆ Fees will be deducted from your nominated account on the Friday of your nominated schedule (eg weekly or fortnightly) but may take up to 5 working days to exit accounts.
- ◆ Fees are only payable weekly or fortnightly through Direct Debit via DebitSuccess. Fees for credit card or debit cards are outlined on the direct debit forms and charged by the debit company.
- ◆ TWOOSH does not accept any cash or cheque payments.
- ◆ Families will be given a minimum of 14 days' notice of any changes to the way in which fees are collected (Regulation 172).
- ◆ Vacation Care and pupil-free days must be paid via direct deposit or electronic transfer by the advertised due date.
- ◆ If guardians have any issues about the fees that they have been charged, they should contact Management in writing.
- ◆ If a family is over-charged for any reason, a refund into the family's bank account will be arranged. This may take up to 7 business days to be fully processed.
- ◆ Guardians need to ensure their debit limits are set to cover their regular fees with a buffer that allows for additional fees such as search & late fees. See below.

## Child Care Subsidy (CCS)

- ◆ Some Australian families are eligible to receive CCS. Families who are eligible will only be required to pay the daily gap fee applicable to their financial circumstances.
- ◆ To have CCS applied to their account, families must first register with the Family Assistance Office and then notify TWOOSH of their and their child's customer reference number (CRN). It is the guardian's responsibility to supply CRNs to TWOOSH. Full fees are payable until TWOOSH has received all CRNs.

## Debt recovery

- ◆ The Management Committee reserves the right to take action to recover debts owing to TWOOSH.
- ◆ Where a family owes any overdue fees to TWOOSH, the child's place may be suspended until all outstanding fees are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
  - An initial letter stating that fees are overdue will be sent 7 days after the due date, giving 10 working days for payment.
  - If payment is not received, families will be required to attend a meeting with the Director and Management Committee President within 7 days to discuss a payment plan.
  - Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend TWOOSH.
  - If a payment plan is not adhered to, a follow-up process will commence at the second point.
- ◆ TWOOSH reserves the right to employ the services of a debt collection agency and the family will be responsible for all fees associated with recovering their debt.

## Late pick up fee

- ◆ If children are not picked up by the closing time of 6.15 pm, a late fee of \$15 per every 10 mins or part thereof will apply
- ◆ The hours and days of operation of TWOOSH will be displayed prominently (Regulation 173) at the front of the building and in the parent pick up area.
- ◆ Families who are continually late in picking up their children without a valid reason may jeopardise their child's place at TWOOSH. Should this be the case, the Director will meet with the family to discuss this.
- ◆ If families are late due to circumstances that are beyond their control, for example extreme weather conditions, accident affecting multiple families or public transport issues, the Director will have the discretion to decide if families will be charged the late fee. In some circumstances the late fee may be split among multiple families.

## Confidentiality

- ◆ All information in relation to fees will be kept in strict confidence. Educators or Management will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action. Families may request to access their own account records or particulars of fees at any time.

## Fees and fee increase

- ◆ The fees are set by the TWOOSH Management Committee in order to meet the budget for each financial year. Information on the current fees can be found in the Family Information Booklet and the TWOOSH website.
- ◆ The budget is monitored continuously and should it be necessary to amend fees, families will be given a minimum of 14 days' notice of any fee increase (Regulation 172).

## Acknowledgement of responsibility to pay fees

- ◆ Upon initial enrolment and each year when completing the TWOOSH Enrolment form, families are required to read and sign any required authorisations and approvals, and fee agreements.

## Revisions

Date of next review: July 2025

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<b>Date</b>	<b>Reviewer</b>	<b>Approved by</b>
<b>04.07.17</b>		TWOOSH Management Committee
<b>26.11.18</b>		TWOOSH Management Committee
<b>23.09.19</b>		TWOOSH Management Committee
<b>14.09.20</b>	CN, MK	TWOOSH Management Committee
<b>25.03.22</b>	AB	TWOOSH Management Committee
<b>08/02/24</b>	HBD	TWOOSH Management Committee

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