Outside School Hours Care
Fee Policy and Procedures

CatholicCare Diocese of Broken Bay is a not for profit agency of the Catholic Diocese of Broken Bay and fees are required to be paid for all children enrolled in Outside School Hours Care. Fees are set as low as possible while taking into consideration costs associated with employing professionally trained and qualified teaching staff and the resources needed to provide quality programs for children.

Fees charged
A fee schedule is attached to this policy outlining the fees payable for the centre.

Setting of fees
A budget is devised for Outside School Hours Care based on the number of children expected to attend. As noted above, we try to keep the fees as low as possible. However, there are times, due to rising costs that fees need to be raised. When this is the case we will advise you in writing well ahead of when the increase takes effect.

Holding bond
A holding bond of 2 weeks fees is payable for all families enrolling at the end of each year for the following school year. If a parent subsequently chooses not to take the place, the bond is not refundable.

Casual child care days
Vacancies permitting, extra days of child care might be available to families on a casual basis. Please see the Coordinator if you require any extra days. However, we regret that days cannot be swapped. Fees will still apply for the permanent days your child is booked.

Late fees
Children must be collected no later than 6.00 p.m. A late fee of $5.00 per 5 minutes will apply to parents who are late in collecting their child. This is because staff will need to be paid overtime if they have to work later than 6.00pm.

Fees for Vacation Care
Fees are payable in advance for Vacation Care. Bookings for Vacation Care will not be confirmed until payment is received. If the booking is cancelled any later then one week before the start of Vacation Care or the child does not attend for any reason, we regret that the fee cannot be refunded.
Fee statements and receipts
Fee statements are issued every fortnight. These are emailed to families. Fees are to be paid every fortnight by using the methods outlined on the attached payment methods information sheet. The dates for the fee period are printed on the statements. Receipts will be issued following payment and emailed to families.

Withdrawal or change of enrolment
Due to staffing arrangements, if you wish to make any changes to your child’s permanent booking, 2 weeks written notice needs to be given to the service otherwise normal fees will apply.

If you wish to terminate care for your child two weeks written notice must be given to the Coordinator. Fees are payable for this period.

Holidays and Public Holidays
Fees apply for the days your child is permanently booked into the service. This includes Public Holidays, days when children are away on holidays and days when children are away due to ill health. Fees are not charged for the Christmas/New Year break when the Centre is closed. They are also not charged for Before and After School Care during school Vacation Care

Overdue fees
If fees are overdue by more than four weeks the Coordinator will request immediate payment to ensure the child’s enrolment is not cancelled. If there are outstanding fees by more than one month, your child’s enrolment in the service will be jeopardised. Parents should advise the Coordinator at the earliest possible opportunity if they have difficulty in paying fees.

Methods of payment
An information sheet is attached outlining the methods by which you are able to pay fees.

Customer Reference Number, Child Care Benefit and Rebate

1. Customer Reference Number (CRN)
This is an identification number that the Government uses to identify each family and each child. These numbers link the family and their children to the centre.
A CRN is required for each family and each child when making any Child Care Benefit or Rebate claim.

There are 2 main types of benefits provided by the government which families may be eligible for. These are as follows.

2. Child Care Benefit (CCB):
- CCB is a subsidy given by the Government through the Family Assistance Office (FAO) to reduce a family’s Child Care fees.
• The CCB percentage is individually calculated through by the Australian Department of Education, based on the family’s annual income. The CCB percentage is then applied to the weekly fees using a pre-determined formula.
• Families are liable for the gap fee (i.e. the difference between the full fee charged and the amount of the CCB Subsidy).
• Alternately, families may claim their CCB in one lump sum at the end of the financial year on their tax return.

The Child Care Benefit Claim Process:

**Option One:** Claiming the CCB rebate through the family’s tax return

**Option Two:** Claiming the CCB rebate through weekly-reduced fees.
• If childcare fees are to be claimed weekly through reduced fees, it is the family’s responsibility to contact the Family Assistance Office (FAO) prior to commencing to ensure their payments can be processed.
• If appropriate details are not given to the FAO in time families are liable to pay full fees to the service.

3. **Child Care Rebate (CCR)**
The CCR is a payment from the Australian Government that helps working families with the cost of child care. If families are using approved child care for work, training or study related reasons the Government will provide the family with 50% of their out-of-pocket child care costs, up to $7500 (indexed) per child per year.

There are certain requirements families must meet to get the CCR. They must:

• Use approved child care
• Be eligible for CCB (entitled to a rate of zero or more)
• Passed the CCB work, training, study test (for the purposes of the rebate)

**Note:** There is no income test for CCR. If families are eligible for CCB but the CCB entitlement is zero due to income, your family is still eligible for the CCR.

Families can contact the Department of Education on 13 61 50 for more information.

**Reporting suspicious or fraudulent behaviour**
Fraud against the Family Assistance Law is an extremely serious matter and may constitute a criminal offence. Complaints or any concerns of suspicious behaviour regarding the administration of Child Care Benefit, can be notified to the Department of Education by contacting the Child Care Support Line - 1800 664 231. All complaints will be investigated immediately.