



TORRENS VALLEY CHILDREN'S CENTRE INC

FINANCIAL POLICY AND FEE STRUCTURE: AS AT 20/11/2023

The TVCC is a non-profit Government centre which offers both preschool and childcare services. The Centre is managed by a Governing Council (preschool) and Management Committee (child care) comprised of parents who use the services. The fees and payment structures are determined and reviewed by the Management Committee, at least annually, to ensure continuing viability of the centre.

CHILD CARE SERVICE

Hours of Operation

Childcare is available between 7.00am and 6.30pm, Monday to Friday, 50 weeks per year

- Day Session: 7.00am to 6.30pm (max of 10 hours per day)

Fees

- \$575.00 per week (full time care)
- \$115.00 per day
- \$ 2.50 per day Nappy Charge (for children in full time nappies – (non subsidised)
- \$ 1.00 per week per family for Materials and Services Levy - (non subsidised)

The minimum charge for childcare is **one day** – this includes using the service outside of kindy hours on kindy days This will come into effect from 24/07/2023).

Late Pick Up Fee/Charges

A **late pick-up fee** will be charged if a parent fails to collect their child before the end of the session time (6.30pm). A penalty will be imposed of **\$30.00 per 15 minute block** until the child is collected (no child care subsidy is payable on this fee).

Financial Assistance to Families

- **Childcare Subsidy** may be available to families upon application to Centrelink – **Families and parents line Ph 136150**
An assessment will be made to establish a level of entitlement, families must satisfy the CCS Activity Test. All users are encouraged to apply on enrolment. Full fees will be charged until CCS is formalized.

Parent Responsibility for Child Care Subsidy

- Parents need to sign daily attendance records at TVCC
- It is the parent's responsibility to notify the Centrelink of any changes that might affect their CCS

Please note: the Government will cancel your enrolment if either of the following occurs:

- Your child hasn't attended child care for 14 consecutive weeks.
- Your child care service advises us that your child is no longer attending.

If your enrolment is cancelled, the Government stop paying your subsidy – they will not pay for any days after your child's **last physical attendance**. You will be required to pay full fees for any absence days after the last day your child physically attends the service. Therefore, this charge may be applied to your account 14 weeks after your last attendance and you will be required to pay it.

Recommended Closure Days: where a service is not or cannot be provided by the centre

Child Care fees are NOT charged for Governing Council/Management Committee managed/approved closure days/periods:

- ✚ Public holidays
- ✚ Child care student/child free days (one per year)
- ✚ Christmas Closure – 2 weeks over the Christmas/New Year period.

When a service cannot be provided due to a forced closure by the State Government, Department for Education or other regulatory body such as a significant weather event/natural emergency (ie. bushfire/flood) or disease pandemic (i.e. COVID19) FULL CHILD CARE FEES will be charged for the first 10 business days of the closure. If the closure continues past this period there will be a reduction in fees charged, based on the circumstances and financial assistance available to the centre. This includes Days of catastrophic Bushfire danger rated days

Withdrawal/Absences

- Permanent Bookings – 2 weeks’ notice of cancellation in writing (please ask for a “Notification of Change” form) is required when withdrawing your child from a permanent booking
In accordance with Commonwealth Childcare Subsidy guidelines, CCS is paid in certain circumstances when a family is charged for care that their child does not attend. The circumstances are categorised into two groups – allowable absence days and approved absence days.
 - Allowable absence days - CCS is paid for up to 42 allowable absence days for each child per financial year and can be taken for any reason.
 - Approved Absence days – Once the first 42 Absences have been used CCS is paid by additional absences for the following reasons: illness (with a medical certificate), non-immunisation attendance requirements, rostered days off, rotating shift work, temporary closure of the centre, shared care arrangements, and any other exceptional circumstances. There is no limit on the number of approved absence days.

Holding Fee (from 1 day to a number of weeks)

Should you wish to retain your regular booking while your child is on holidays or away for any other reason, a reduction of 50% of the regular fee will be charged provided that two (2) weeks’ notice is given in writing (Notification of Change form). This allows you to retain your permanent booking and allows us to adjust staff rosters and booking requests from other parents. This retainer fee helps the service remain financially viable.

Finishing Child Care

When your child is finishing care with us, for any reason, we require two weeks’ notice (see above), which means they can continue to attend their usual session for two weeks from the date of cancellation advice. To be eligible for payment of Child Care Subsidy your child **must attend their last session/booking**. If they do not attend, the full charge for this session will be charged to you and no subsidy will be paid. Your child’s last session cannot be marked as an absent attendance.

Payment of Accounts:

Fees will be billed weekly in arrears (payment for prior week’s usage) and all accounts must be brought to a nil balance each fortnight. Payment may be made by cash, direct debit or internet transfer. Place cash in envelope provided on foyer counter, and place in the light-blue Payment Box at front office with clearly marked name of the child and amount enclosed. Bank details as follows:

Account Name:	Torrens Valley Children’s Centre
BSB:	105-067
Account No.	025-490-440
Remittance:	Family Name

Non-payment of Fees

All accounts are to be paid in full on a fortnightly basis - If you are having difficulties paying fees, please see the Director or Finance Officer in the first instance. All matters will be handled in the strictest confidence.

- Step 1: In the event of an account being outstanding over a fortnight, a reminder notice will be issued
- Step 2: In the event of no action being taken to pay the account in full for 1 month, a second reminder notice will be issued and an attempt made to contact the family via phone
- **Step 3: In the event that no action is taken, following the above, to pay the arrears in full after 6 weeks, care will be withdrawn. The account will then be placed in the hands of a debt collector. Any debt collection fees incurred are payable by the family. If the family wish to resume care after the debt is paid in full, they will be placed on the waiting list until a vacancy becomes available.**
- If Step 2 is repeated on more than 3 occasions, the matter will be taken to Governing Council/Management Committee for consideration.

PRESCHOOL SERVICE

Hours of operation:

- Tuesday & Wednesday (for all children) & Thursday (only for children in their 3rd & 4th Terms of their Kindy year)

Fees:

- \$185.00 per term (full time – 2 or 3 full days per week)
- \$45.00 per term: 1 x ½ day early entry (this program only available where capacity allows)
- \$90.00 per term: 2 x ½ days early entry per week (as above)

Pre-entry:

Pre-entry sessions will only be offered where staffing capacity exists to do so. Fees will be set prior to commencement of program.

There is No Government subsidy for preschool sessions.

Payment of Accounts:

Accounts are generated in the first two weeks of each term. Payments are required by week 5 of each term. Payments for the whole year may be made at any time. Bank details as follows;

Account Name:	Torrens Valley Children's Centre
BSB	105:057
Account No.	036 420 040
Remittance	Family name

- A reminder letter will be given if payment has not been made by the end of week 8 of the term.
- If payment remains outstanding at the end of a term, telephone/personal contact will be made with the family.

As a non-profit service, your fee contributions help us to cover costs associated with the operation of the program. If you are experiencing financial difficulty, please see Jayne or Gayle to arrange an alternative method of payment. All matters will be handled in the strictest confidence.