

ROBE MOBILE SERVICE - CCOWS FEES POLICY

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Classification:	General
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Responsible Officer:	Chief Executive Officer
Applicable Legislation:	Jobs for Families Childcare Package (9 February 2017)
Relevant Policies:	
Related Procedures:	
Compliance Standard:	

POLICY

The Robe Mobile Service (CCOWS) aims to provide a quality child care service at an affordable price to eligible parents. The Robe District Council (CEO) and Manager on completion of the annual budget and discussion with the Advisory Committee will set daily operational costs. These will be set according to the Service's funds available, and the required income to provide quality child care service. On behalf of the Robe District Council the Management Committee will review fees to ensure viability of the service for the Robe District Council.

CHILD CARE FEES

A 'Complying Written Agreement' must be read and signed by parents/guardians. If you are experiencing difficulties paying fees, or have concerns about the fee level that you are paying, please see the Manager. All matters will be handled in the strictest confidence.

The Daily Operational Cost for this service is determined by operational needs. Parents will pay the "Gap" or difference between the daily operational costs and the subsidy determined by Government.

Your subsidy is determined by

- (1) Combined family income
- (2) Activity level of parents
- (3) Type of Child Care Service

Child Care Fee (paid by Parent) = Robe CCOWS Operational Cost – Government Subsidy (CCS)

HOURS OF OPERATION

The Robe Mobile Service (CCOWS) operates at different times at Robe, Kangaroo Inn and Beachport venues. The following is a table of the times when children will be cared for in each venue. Staff will be in the venue before and after this time but they cannot take children outside of these times (It is a time for unloading or reloading the car and trailer.)

Venue	Days	Hours
Robe	Monday, Tuesday, Friday	8.30 am - 5.15 pm
Robe RSL	Wednesday, Thursday, every second Friday	8.30 am - 5.15pm
Kangaroo Inn	Thursday	8.45 am - 5.00 pm
Beachport	Wednesday	8.45 am - 5.00 pm

RESPONSIBILITIES

- **PROCEDURE**

The Robe Mobile Service (CCOWS) determines daily operational cost, with a recommendation to the Robe District Council for approval. The Service will give two (2) weeks' notice of any changes, unless circumstances beyond its control occur. e.g. A Government that changes in direction, policy, or the Government itself changes.

- **PAYMENT OF ACCOUNTS**

Fees will be paid on receipt of statement.

A receipt will be issued weekly.

Parents paying for absences after the actual day will receive notification on their statement.

Payment for absences should be made accompanied by that statement.

Options for payment and cancellation

- Parents/guardians must pay fees within 14 days of care by cash, credit card, Direct deposit, cheque (written out to the "District Council of Robe) or centre pay (or in written agreement with the CCOWS office)

- **NON PAYMENT OF FEES**

Non payment of fees for a three week period could result in cancellation of care, unless an arrangement has been made with the Manager.

- **LATE CHARGE**

Late collection of children incurs staff costs. In a mobile service, staff will be leaving the premises and have strict time schedules to adhere to. Any costs will need to be passed on to the parents concerned.

A late fee of \$1.00 per minute for the first 15 minutes and \$2.00 per minute thereafter will be imposed after the end of the sessions for which care has been booked.

- **LAUNDRY CHARGE**

\$2.00 per day will be charge to cover laundry costs, if bedding is not provided.

- **WITHDRAWAL NOTIFICATION**

When withdrawing your child from a regular booking the centre requires a minimum of four (4) weeks written notice. This allows the service to utilise that space and maintain financial viability. '*NOTIFICATION OF CHANGE*' FORMS for this purpose are available from the office or staff at service.

- **ABSENCES**

To maintain staff ratios for licensing, it is essential that booked times are adhered to, or absences are reported

Parents must pay full fee for all sessions booked unless notification is received by 5.00 pm the day before. Notification will result in a 50% reduction in fee.

If you cannot ring by 5.00 pm there are 2 choices:

- Pay full (your regular) fee
- Provide a medical certificate to enable a 50% reduction.

If the child is absent for more than 42 days/year the Government will cancel subsidy and the full daily operational cost will be charged.

Parents/carers must be aware that the child will be excluded from the service if he/she has contracted a contagious disease or condition. The child will be accepted back into the service once a "clearance certificate" for the child is obtained from medical practitioner.

- **KNOWN ABSENCES AND HOLIDAYS**

If it is known in advance that a child will be absent from care, (e.g. holidays) then informing the service as soon as possible (preferably 2 weeks in advance) assists the service to remain financially viable by:

- Enabling the appropriate number of staff to be rostered for the day.
- Accepting another child for that day to ensure we operate with as many places filled as possible.
- 2 weeks' notice will result in 50% reduction of fees

The service prefers to be notified in writing for long absences or holidays and for this purpose the 'NOTIFICATION OF CHANGES' forms are available from the office or staff at service.

CLOSURE OF SERVICE/PUBLIC HOLIDAYS

Payment for care is not required when the centre is closed nor on Public Holidays.

- **CONFIDENTIALITY**

All information regarding your payment of fees is confidential.

Philosophy

Access and equity for all families who are with or intend to access the care given at the Robe Mobile service (CCOWS).

Legislation

Jobs for Families Childcare Package (9 February 2018)

References.

Education and Care Services National Regulations
(Education and Care Services National Law)

Education and Early Childhood Services (Registration and Standards) Act 2011

FURTHER INFORMATION

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: www.robe.sa.gov.au

Royal Circus, Robe SA 5276

Copies will be provided to interested parties upon request. Email council@robe.sa.gov.au

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive Officer of Council.

POLICY REVIEW

This policy may be amended at any time and must be reviewed at least every four years since its adoption (or latest amendment).