

EXTENDED CARE PRE-PAID CASUAL FEES POLICY

Quality Area 7

PURPOSE

This policy will provide clear guidelines for:

- the setting, payment and collection of pre-paid casual fees
- ensuring the viability of Chelsea Heights Kindergarten, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Chelsea Heights Kindergarten.

POLICY STATEMENT

1. VALUES

This policy is aligned to the values as set out in the CHK Fees Policy, but is separate to the attachment “Extended Care Fees” (term bookings)

2. SCOPE

This policy applies to the Approved Provider, Person with Management and Control, Nominated Supervisor, Person in Day-to-Day Charge, educators and parents/guardians with an enrolled child, or who wish to enrol a child in the Extended Care Program at Chelsea Heights Kindergarten **on a casual basis.**

3. PROCEDURES

The Nominated Supervisor and Person in Day-to-Day Charge is responsible for:

- assisting the Approved Provider in developing this policy and procedures
- implementing and reviewing this policy, in consultation with parents/guardians, the Approved Provider and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to *Sources*)
- communicating this policy to families in a culturally-sensitive way and in the family's first language where possible
- providing all parents/guardians with fee information
- providing all parents/guardians with a statement of fees and charges upon enrolment of their child in casual sessions, and ensuring that the *Fees Policy* is readily accessible at the service
- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.

All other staff are responsible for:

- informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- referring parents'/guardians' questions in relation to this policy to the Approved Provider.

Parents/guardians are responsible for:

- reading the Chelsea Heights Kindergarten Fees Policy and in particular the extended care pre-paid casual fees procedures

EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary because of a risk.

ATTACHMENTS

Processes for extended care pre-paid casual sessions

AUTHORISATION

This policy was adopted by the Approved Provider of Chelsea Heights Kindergarten on Term 2 2022

REVIEW DATE: TERM 3, 2022

ATTACHMENT 1

Processes for extended care pre-paid casual sessions

Chelsea Heights Kindergarten (2022)

1. General information

CHK currently offers an extended care program to all children enrolled in the service on a term-long basis. The Approved provider is implementing a trial to offer extended care sessions on a pre-purchased casual basis during Term 2. The trial will be reviewed before the commencement of Term 3.

2. Pre-purchasing Casual Sessions

During Term 2, families can pre-purchase a block of 5 casual sessions. There are no variations to the numbers of sessions.

More than one block of sessions may be purchased but must always be in blocks of 5.

During the trial, a block of sessions can only be purchased during term 2, however they can be redeemed any time until the end of the year.

Sessions are only valid for 2022.

A block of sessions is not transferrable to another family (but can be used for different children within the same family).

3. Bookings and Cancellations

No bookings can be made until the invoice for the block of sessions is paid in full.

Bookings for individual sessions should be made with at least 48 hours notice. Bookings after this time will not be accepted.

There are no refunds for any reason (including illness, change of mind, leaving service etc)

Booked sessions can be rescheduled with a min of 48 hours notice. Cancellations within 48 hours of booking forfeit the cost of the session.

4. Fees

Class	Days	Cost per session	
		Term Booking	Casual Booking
3 YO Koalas	W, F	60	69
3 YO Joeys	M, F	52.50	60.37
4 YO Possums	M, T, TH	40	46
4 YO Wombats	T, W, TH	32.50	37.37

5. Booking process

To purchase the five session bundles;

- i) Interested parents email Extended Care Officer (ECO)
- ii) ECO sends info to parents including policy and costs
- iii) Parents confirm with ECO they want to proceed
- iv) ECO sends invoice to parents
- v) Parents pay Invoice
- vi) ECO emails Comms to add child to Class Dojo and emails Ext Care staff member
- vii) ECO updates ext care casual booking spreadsheet on Sharedrive
- viii) Child is added to sign in sheet
- ix) When a parent wants to book in one of their PREPAID sessions, they email ECO with 48 hours notice
- x) ECO confirms with parents
- xi) ECO updates ext care casual booking spreadsheet on Sharedrive
- xii) ECO emails Extended Care Staff Member

6. Unpaid fees

No sessions can be booked without full payment of a 5 session block. There are no exceptions.

7. Refund of fees

There are no refunds available for pre-purchased casual bookings.

8. Child Care Subsidy

There are no CCS available for extended care sessions.

9. Notification of outcome of trial

The Approved provider will meet during the last two weeks of Term 2 to review the trial of pre-purchased casual sessions. Once a decision is made about the continuation or cancellation of the trial, parents will be notified via class dojo.