BOOSH
Beecroft Out Of School Hours

# Fees

## Policy Statement

Fee levels will be set by the P&C Executive committee each year on completion of an annual budget and based on attendance and the centre's ability to meet the running costs, in keeping with our not-for-profit status. Fee levels will be set to ensure that an appropriate level of income is received to allow the centre to continue to operate efficiently. We strive to ensure that our service is affordable and accessible to families in our community. Fees will be reviewed annually and families will be given at least 4 weeks' notice of any changes in the fees or fee structure.

The safety and welfare of all children is of paramount importance. In all operations, decision-making, and service delivery, the safety, rights, and best interests of the children are the paramount consideration. In the event of any conflict of interest between the service, the Approved Provider, and the rights of a child, the rights and best interests of the child must always prevail.

## Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for the payment of fees and the provision of a statement of fees charged by the service.

## Legislative Requirements

This policy is consistent with the legislative requirements detailed in, but not limited to, the following *Education and Care Services National Law and Regulations* and the *Children (Education and Care Services National Law Application) Amendment Act 2025 (NSW):*

| Section/Regulation | Description |
|---|---|
| Section 3A | Paramountcy Principle |
| Section 172 | Offence to fail to display prescribed information |
| Regulation 111 | Administrative space |
| Regulation 168 | Education and care services must have policies and procedures |
| Regulation 170 | Policies and procedures to be followed |
| Regulation 171 | Policies and procedures to be kept available |
| Regulation 172 | Notification of change to policies or procedures |
| Regulation 173 | Prescribed information to be displayed |

## National Quality Standard - Elements used to inform our policy

- 6.1.1 - Families are supported from enrolment to be involved in the service and contribute to service decisions.
- 7.1.2 - Systems are in place to manage risk and enable the effective management and operation of a quality service
- 7.1.3 - Roles and responsibilities are clearly defined, understood and supporting effective leadership and management.

## Links to other policies

- Enrolment and orientation
- Governance and management
- Confidentiality

# Procedures

## Confidentiality

All information in relation to fees will be kept in strict confidence. The Director, Educators and members of The BOOSH Centre Executive Committee will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery. Families may access their own account records at any time.

## Enrolment fee

The non-refundable enrolment fee covers the administrative costs of establishing, processing, and managing a family's initial account setup and enrolment at the centre. This fee is payable per family.

Please refer to the Fee Schedule for the current Enrolment fee.

## Membership Fee

A non-refundable membership fee is payable annually. The membership fee is paid on enrolment and is then charged yearly to all active children at the start of each calendar year. This fee is capped at a maximum 2 children per family. Families with more than 2 active children will be refunded the additional membership fees for that calendar year. Kindy children enrolling at The BOOSH Centre the year before they start school will not be charged a membership fee on enrolment.

Please refer to the Fee Schedule for the current Membership fee.

## Setting of Fees

Current fees and charges are displayed at The BOOSH Centre, detailed in the Parent Handbook and available on The BOOSH Centre website. Changes to fees are discussed at P&C meetings prior to any changes being approved. All families currently enrolled at the school are welcome to attend these meetings. If changes to the fees are to occur, families will be notified via e-mail at least 4 weeks prior to the changes coming into effect.

Please refer to the Fee Schedule for the current Before School, After School and Vacation Care fees.

## Child Care Subsidy

Child Care Subsidy (CCS) is a government payment to assist eligible families with early childhood education and care costs. CCS is paid directly to the service as a fee reduction. Families are required to pay the remaining co-contribution balance (the 'gap fee').

Under Family Assistance Law, **all gap fee payments must be made using Electronic Funds Transfer (EFT)**. Cash payments for gap fees are not accepted.

The BOOSH Centre does not calculate or administer CCS eligibility; entitlements are determined entirely by Centrelink. Families are responsible for:

- Ensuring their CCS claim is processed and confirming their enrolment via MyGov before care begins.
- Providing accurate and complete information to Centrelink. Incorrect information may result in CCS debts that Centrelink or the service must recover.
- Understanding Centrelink rules regarding absences, including rules where CCS is not payable for absences before a child's first attended day or after their last attended day of care.

In the event of a dispute with Centrelink, or if Centrelink fails or delays making a subsidy payment, **full fees remain payable by the family** until the subsidy is resolved and reinstated.

## In Centre Notified Absences and the Non-notification Fee

Fees are payable for family holidays and days where the child does not attend due to illness or any other reason if those days fall on a day that a child is booked into the service.

Parents are requested to notify The BOOSH Centre if their child will not be attending their scheduled morning session, as a courtesy.

Families are required to notify the centre of their child's absence for any scheduled afternoon sessions. Parents must notify The BOOSH Centre prior to 3:25pm on the day of the scheduled afternoon session of any changes to their child's attendance. Parents may notify The BOOSH Centre via phone, email or through the booking app.

Children who are scheduled to attend the afternoon session at The BOOSH Centre but have been collected prior to sign in (3:25pm), are attending another scheduled activity to which the family has not given prior notification or are not attending their session for any other reason, without prior notification to The BOOSH Centre will need to be located by The BOOSH Centre to confirm their whereabouts and safety. A non-notification of absence fee will be charged to families and this fee is set at 50% of the afternoon session cost in addition to the afternoon fee. The fee is charged per family. If the child is located and brought to BOOSH, there is no additional fee. The non-notification of absence fee can be waived by the Director on a case by case basis.

## Fees for Late Collection of Children

Any family who collects their children after the centres advertised closing time will be charged a late collection fee as set by the committee, which will be added to the families account and show on their next statement of fees. Please refer to the Fee Schedule for the current Late Collection fee. The fee is charged per family.

Late collection fee costs are detailed on the 'Late Pickup Register' which the authorised guardian will be asked to sign on arrival to The BOOSH Centre, as well as both Educators who have remained at the centre after hours.

Families must advise the centre immediately when they suspect they may be late to collect their child. Educators will attempt to call parents whose children have not been collected just prior to closing time.

Consistently late collections will not be tolerated. After 3 late collections in one calendar year, any further late collections may be referred to the committee and the child may be excluded from the centre.

## Fee Payment

Fees are to be paid fortnightly two weeks in advance unless a separate written arrangement has been agreed to by The BOOSH Centre.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to unforeseen illness or any other activity, unless the child is excluded on the grounds of a communicable disease or serious accident/injury.

An updated statement of fees will be sent automatically every fortnight via email. Families can also access statements of account and CCS entitlement at anytime through the online booking app.

All families are required to be registered for direct debit for payment of fees before enrolment or re-enrolment can be completed. Families are required to be registered for Direct Debit using their nominated bank account and not a credit or debit card. Families can update their account details securely at any time through the online booking app.

The BOOSH Centre does not accept cash or cheques for payment of Fees.

## Dishonoured or failed payments – Direct Debit

It is the responsibility of each family to ensure the correct funds are available in their nominated bank account on the due date of payment. Payments that are dishonoured are subject to a fee set by and payable to our direct debit authority as agreed to in their terms and conditions. The BOOSH Centre will attempt to contact families whose payments are returned as dishonoured or failed prior to reprocessing the fees due. Subsequent attempts will again attract a dishonour fee if the payment is not successful. This dishonour fee is not paid to The BOOSH Centre and as such the centre is unable to refund this fee once incurred.

## Overdue Fees

Payments for fees are deducted every fortnight on Fridays.

Parents must notify The BOOSH Centre if they foresee any difficulty in paying fees and make a suitable arrangement for payment of fees before the fees become overdue.

If a families payment is reversed or dishonored The BOOSH Centre will contact the family to inform them prior to the next scheduled payment. If a family misses a second scheduled payment a warning letter will be issued. If the family does not pay the outstanding amount in full by the third scheduled payment, and a payment arrangement has not been made, a Late Payment Fee of 10% of the amount outstanding will be added to the account. This late payment fee can also be added, at the discretion of the Director and Convenor, to families who consistently miss payments.

If a family is suffering financial hardship they must contact the Director immediately to create a payment arrangement. Non-adherence to this payment arrangement is treated as overdue fees which can result in places at The BOOSH centre being cancelled.

If no arrangements have been made to pay the fees by the fourth scheduled payment, or the agreement made has not been kept, the child's place at The BOOSH Centre may be cancelled.

If the above procedures are not effective the Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

## Cancellation or changes

If families wish to cancel their child's enrolment at The BOOSH Centre or permanently remove a session of care that their child is booked for they are required to provide two (2) week's notice in writing in order to have fees waived. Failure to do so will result in full fees being charged.

Permanent bookings are automatically ended at the end of Term 4 for children who are completing their final year of primary school (Year 6) and their account will be closed at the end of that summer's vacation care period.

All absences must be paid for. Individual Permanent sessions cannot be cancelled without charge. Casual sessions are booked through the online booking system. Once booked, casual sessions cannot be cancelled and the fee for the day is charged to the family, regardless of the child's attendance. Any bookings made in genuine error must ne notified to the Centre within 24 hours of the booking being made.

Vacation care days are booked through the online booking system. Once booked, vacation care cannot be cancelled and the daily fee as well as incursion or excursion costs for the day is charged to the family, regardless of the child's attendance. Any bookings made in genuine error must be notified to the Centre within 24 hours of the booking being made.

## Service closure

No session fees are charged while the service is closed during the Christmas/New Year period or on any advertised NSW public holidays.

Date Endorsed 11th September 2026

Khuong Lac

Signed by _____

Khuong Lac – Beecroft PS P&C President

Danielle Moncrieff

Signed by _____

Danielle Moncrieff – BOOSH Convenor/P&C Vice President

Date for Review and Evaluation September 2027

# Audit trail

## Details

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|---|---|
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## Activity

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| SENT | convenor@boosh.com.au **sent** a signature request to:<br>• Danielle Moncrieff (convenor@boosh.com.au)<br>• Khuong Lac (president@beecroft-pandc.com) | 2026/09/11<br>03:06:33 UTC |
| SIGNED | **Signed** by Khuong Lac (president@beecroft-pandc.com) | 2026/09/15<br>06:21:28 UTC |
| SIGNED | **Signed** by Danielle Moncrieff (convenor@boosh.com.au) | 2026/09/11<br>03:07:21 UTC |
| COMPLETED | This document has been signed by all signers and is **complete** | 2026/09/15<br>06:21:28 UTC |

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