

Fee Policy and Schedule

Rationale

Kangaroo Island Children's Services Childcare Inc operates as a business, it needs to remain viable in order to remain operational. Government funding changes from time to time, which may impact the operations of the services, KICS will notify any further changes as and when made by electronic notification. KICS will seek to give 1 months' notice of changes, fee increases will be notified 2 weeks in advance. Non-compliance with changes requirements may lead to termination of the provision of services. The Governing Council and Management Team have consulted with families and developed a business model that will aim to support each KICS site to become, and continue to be, viable. This policy is to be read in conjunction with the finance policy.

Future Fee Increases

Fees will continue to be reassessed each September ready for the January budget and reviewed each July in line with CPI.

Opening Hours

All services are closed on Public Holidays and annually for 2 weeks from Christmas into the New Year. Families are not charged fees for these closures.

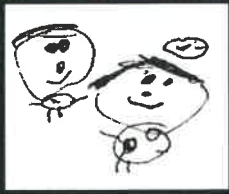
- Kingscote CBC 8am- 6pm each week day
- Penneshaw CBC 8am-6pm Monday, Wednesday, Friday
- OSHC ASC Kingscote 3.15pm -6pm each weekday, OSHC Pupil free days Kingscote 8am-6pm
- OSHC Vacation Care Kingscote 8am-6pm each weekday

Payment Terms

The method of payment is through Fat Zebra. This direct debit is available from a bank account or credit card to streamline your payment process and minimises administrative costs to KICS and parents. If insufficient funds are available to meet the direct debit you may be charged a fee/interest by your financial institution and also a fee by Fat Zebra. You will be provided with a direct debt request form upon enrolment or you may choose to enter it on the app. A \$.65 cents transaction fee applies, & 1.60% + \$0.10 apply to Visa & Mastercard ; 2.50% + \$0.10 apply to American Express. If insufficient funds are available to meet the direct debit you may be charged a fee/interest by your financial institution and also a fee by Fat Zebra.

Any other payment method other than Fat Zebra involves significant additional costs to KICS. Accordingly, if and when KICS agrees, in writing, to any payment methodology other than by Fat Zebra an additional processing fee of \$ 10 gst inc per transaction will be incurred to cover the additional administrative time involved in manual receipting and follow-up. Any agreement made in regards to a manual payment, will only be accepted based on extenuating circumstances, it will include the terms of payment and the provision of non-compliance being the termination of care.

Bookings cancelled due to non-compliance can be rebooked once the account has been finalised, and terms accepted but will be subject to wait list and availability.



Late Fees: \$3 per minute. Childcare subsidy cannot be claimed on late fees.

Enrolment: KICS enrolment policy requires guardians to fully complete their child's enrolment on OWNA. Children will not be accepted into care without a fully completed enrolment. Staff are available to assist you with this. Upon enrolment a hat will be provided for your child and invoiced to your account, it will need to be named and returned to the site. The hat will remain on site and be laundered; at the end of care your child can keep their hat. OSHC families will have a choice of purchasing a KICS hat or using their child's own, which must meet the KICS skin protection policy. See fees for the cost of the hats, subsidy is not claimable.

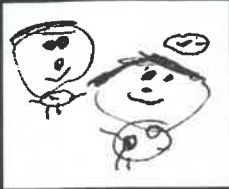
Cancellation of care: Full fees apply for 2 weeks in lieu of notice. Childcare subsidy (CCS) is not claimable for cancelled days if the child does not attend their last booked day at the service. No Child Care Subsidy will be paid for any days after the child's last physical attendance at the service, unless additional reasons apply. Cancellation means that all bookings for the child on the specified day/s will be cancelled. Permanent rebooking cannot be requested until 6 weeks after cancelling and is subject to wait listing and availability.

Immunisation: A current immunisation history statement must be provided upon enrolment and updated each time the child receives an immunisation. A child will not be able to be in care without this document indicating they are current or on a catchup schedule. Updated records must be provided regularly.

Different types of bookings are offered to provide families with flexibility in meeting their needs. All bookings are subject to availability, Permanent bookings take priority over casual bookings unless the Priority of Access determines otherwise.

Permanent Bookings

- CBC bookings are for a minimum 12 month continuous period or until the child commences School or Preschool (some special conditions may apply to this from time to time)
- A permanent booking commencement date can be modified without charge providing a minimum of 2 weeks' notice prior to commencement of care is given. Full fees will apply in lieu of notice, CCS may not be claimable.
- A permanent booking that hasn't commenced can be cancelled and rebooked without the waiting period but will be subject to wait listing and depend on availability, providing 2 weeks' notice is given prior to the booking commencing. Full fees will apply in lieu of notice, CCS may not be claimable
- OSHC permanent bookings are for a minimum of 4 sequential school terms or 4 sequential school holiday periods. Bookings can be made for a minimum 12 month continuous period. School holidays and pupil free days will revert to 1-6pm. Parents can request a swap to AM session or extend to a Full day.



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- Permanent bookings must be for the same day/s every week/fortnight/month (E.g. every Monday & Wednesday OR every other Tuesday OR Monday one week and Thursday the next) a pattern of care must be established.
- Permanent changes to a booking are permitted and increased hours on occasion are permitted.
- Swaps are permitted at no additional fee (see other requirements).
- A wait list is available, with commitment to accept the booking as part of the permanent pattern, unless the booking is offered with less than 2 weeks notice, then no commitment exists.
- Preschool care permanent bookings are only available on the days that the child is in Preschool. Permanent bookings revert to the corresponding full or half day during school holidays / pupil free days. Swaps can be requested.
- Rebooking of cancelled days. Rebooking permanently cannot be requested until 6 weeks after cancelling and is subject to wait listing and availability. Casual bookings can be requested during this time.

Casual Bookings

- Bookings can be made that fall within the next 6 week period.
- Booked School holidays/ pupil free days will revert to corresponding full or half day during school holidays/ pupil free days. Parents can request a swap with an associated fee.
- Swaps are permitted for an additional fee of \$7 (see other requirements).
- A wait list is available, without commitment to accept the casual booking.
- Preschool care bookings are only available on the days that the child is in Preschool

Swapping days - Other Requirements

To provide flexibility for families our service allows you to swap days providing the following is adhered to:

- Swapping of days needs to be phoned in, requested via OWNA or in person during the hours of 8am and 4.15pm weekdays.
- Swapping between services is allowed and the existing booking type will be maintained.
- One off swapping requests cannot be wait listed and the day cannot be swapped on the day of the booking.
- Can only be swapped once and can only be swapped to within one week of the original booking.
- Swapping can only be for full days and sessions
i.e. the same or more hours than the original booking. Swapped days cannot be split.
- Permanent swapping requests may be wait listed eg swap permanent Mondays to Fridays.



Fee Structure

Set out in the table below is the fee structure commencing 10th January 2020. If no fee is indicated, that session is not available for that booking type.

Orientation Rate for New CBC Children - \$15.30/hour

To support families settling new children into centre based care we offer this special hourly rate. Minimum booking is 1 hour, maximum booking is 3 hours. The booking must be made on the hour and for whole hours. This booking is only available while the child is transitioning from home into care and will be at the discretion of the Director or their delegate as to the number of times this type of booking can be used.

Bonds-Permanent centre based care

Parents are required to pay a bond for each child equivalent to the parents' contribution of 2 weeks fees, once a care pattern is established. The bond will be added to your account and is refundable at the end of care.

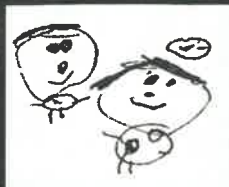
Allowable Absence days

Permanent and Casual absent days

- Prior notification is required, full fees will apply unless 2 weeks notification is given. A 50% fee will apply (5 weeks maximum block), if the full 2 weeks' notice is given.
- Absences from care for more than 5 weeks will need to be discussed with the Director or their delegate.
- Childcare subsidy applies to these days, providing the child uses care again, but is limited to **42 days per financial year** and does not apply to the first or last day in care. (some exceptions may apply)

Additional absence days (once the 42 allowable absence days have occurred in a financial year, these additional days may be taken and Child Care Subsidy claimed. Please speak with admin regarding these) Childcare subsidy is claimable when:

- The child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner.
- The child is attending preschool.
- Alternative arrangements have been made on a pupil-free day.
- The child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child.



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- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child.
- The service is closed as a direct result of a period of local emergency.
- The child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards.
- The individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

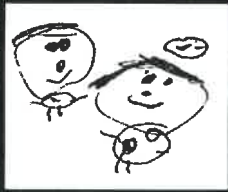
Session Description	Permanent Fee	Casual Fee
Centre based care		
CBC Full day (8am-6pm)	\$115.70	\$127.25
CBC Session (8am-1pm, 1pm-6pm)	\$63.85	\$70.30
Care bookings around Preschool		
CBC Preschool Care hr (8am-9am)	\$15.30	\$16.05
CBC Preschool Care session (3pm-6pm)	\$38.40	\$42.20
OSHC and Vacation care		
OSHC session (3.15pm-6pm)	\$24.20	\$26.50
OSHC Vacation Care Day (8am-6pm)	\$78.10	\$85.85
OSHC Vacation Care Session (8am-1pm or 1pm-6pm)	\$43.00	\$47.30
Hat per purchase \$15.00		

Working towards a financially sustainable business

A number of measures and changes have been implemented over the last 3 years and will continue to be implemented to help reduce our operating expenses and improve our cash flow. We will continue to move towards more efficient practices, using automation for some administrative processes. Operating hours and utilisation will continue to be monitored to ensure viability of each service. Individual Site budgets will continue to be used, enabling improved monitoring, available Grants will be applied for to supplement the running costs of the services. The business structure of KICS will be reviewed regularly to ensure it remains the best model for the provision of Childcare and OSHC.

What you need to know about Child Care Subsidy (CCS)

- If a child is booked in to start on a particular date but does not attend on that day, no Child Care Subsidy will be paid until the child physically attends a session of care, unless additional reasons apply. The subsidy is not back dated.
- Similarly, a child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care under an enrolment. This means that absences submitted after a child last physically attends a session of care are not eligible for CCS, unless additional reasons apply. Eg: 2 weeks fees in lieu of 2 weeks' notice to cease care will not be eligible for subsidy.
- Upon enrolment for childcare a fee agreement is signed as well as a complying written arrangement confirmed.
- If care is not used for 14 continuous weeks, Childcare Subsidy System (CSS) enrolment ceases. The child



must be re-enrolled into the CSS by the service and the guardian must reconfirm the care arrangement with Centrelink to enable the subsidy to be paid.

Closures or reduced operating hours

- Declared Catastrophic closure days are charged at 50% of the current fee and CCS is claimable on these days. If the day is upgraded to catastrophic on the day, KICS services may be directed to close earlier or in the case of OSHC after school care not to open then full fees will be charged and CCS is claimable.
- During Pandemics such as Covid-19, KICS will follow Government directives in regards to operating and charging of fees.
- Christmas/New Year 2 week closure –no charge
- Public Holidays-no charge

Additional Childcare subsidy (ACCS)

If you're eligible for Child Care Subsidy you may get extra help with the cost of approved child care.

To get ACCS you must be eligible for Child Care Subsidy and you need to be 1 of the following:

- an eligible grandparent getting an income support payment
- transitioning from certain income support payments to work
- experiencing temporary financial hardship
- caring for a child who is vulnerable or at risk of harm, abuse or neglect

Do you have any questions regarding the subsidy? Have your circumstances changed?

Please contact Services Australia- Child Care Subsidy Phone 136150

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

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1-Dec-21

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KICS Governing Council Chairperson:

Signature: