**Fees**

**POLICY STATEMENT**

Asquith Community After School Care sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

**PROCEDURE**

***MEMBERSHIP and INSURANCE***

The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child’s enrolment.

As a member of the Incorporated Association, one representative of the child’s family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

The annual fee to cover membership of the Incorporated Association and insurance for the children is $50 per family and is payable when the family first enrolls each year.

***FAMILY BOND***

A bond of $100 per family will be levied when the family first uses the centre. This levy is refundable (less any outstanding fees) when care services at the centre are no longer required.

***ABSENCES & CANCELLATIONS***

Absences and cancellations are treated differently depending on the nature of the enrollment.

a). Permanent bookings (BSC and ASC)

Fees are charged for each session which has been booked at BSC and ASC. No charge will be made for public holidays and pupil free days or during public school holiday vacations. Absences will be charged. Under the approved absences allowable by the Childcare Management System (CCMS), up to 30 absences per session are allowed each year.

Absences should be notified to the centre for security reasons.

b). Casual bookings (BSC, ASC and VAC)

It is preferred that at least 12hrs notice is given when cancelling a child for a casual booking. This can be done by email (to staffacascc@hotmail.com) or by phone (9477-1998). Fees are not charged if a cancellation of the session has been noted and received at least 24hours prior to the session booked.

**ASC** - A fee of $10.00 per session is charged for any sessions not cancelled in advance.

**BSC** - A fee of $5.00 per session is charged for any sessions not cancelled in advance

**VAC** – The full daily session rate is charged for any session not cancelled in advance.

***SETTING FEES***

Fees are to be set on an annual basis by the Management Committee based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Fees will be reviewed yearly based on attendance and the centre's ability to meet the running costs. Parents will be given at least 2 weeks notice of any increase in the fees. (Regulation 172)

***SERVICE CLOSURE***

No fees are charged while the service is closed over the Christmas/New Year period or on Public Holidays.

***FEE PAYMENT***

Care fees will be invoiced weekly or fortnightly and issued either by email or mailed directly and can be paid weekly or fortnightly. (Regulation 168)

Fees can be paid by direct debit into the service’s bank account or by cheque. Cheques can be paid at the centre between 3.00pm and 6.30pm on days of operation. Details of the service’s bank account are included in the Parent Handbook. A manual receipt will be issued for cheque payments. A computer-generated receipt will be sent by email (or mailed) as evidence of receipt. Cheques should be made out to: ACASCC

Please contact the Centre Accountant on acascc@hotmail.com to make any alternative arrangements.

Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected. (Regulation 172)

***CONFIDENTIALITY***

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information will be given in writing upon request.

***CHILD CARE BENEFIT AND CHILD CARE REBATE***

The centre is approved to offer Child Care Benefit (CCB) to eligible families. Families who are eligible are only required to pay the daily gap fee applicable to their financial circumstances. In addition, the government provides an additional 50% rebate to families for out of pocket child care expenses via the Child Care Rebate (CCR). CCB/CCR is paid either to the family or the service. The service encourages families to authorise the CCB/CCR to be paid directly to the service.

Parents and carers should receive all necessary documents and be informed of how to make their application to the Family Assistance Office (FAO).

The service will make available to families any information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Childcare Benefit.

***OVERDUE FEES***

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Centre Accountant, who will discuss and make suitable arrangements for payment of fees.

If no previous arrangements have been made regarding overdue fees the centre will:

**After 4 weeks overdue:** An overdue fee of $10 will be added to the invoice, with mention of the account being overdue and that payment is requested.

**After 6 weeks overdue:** A letter will be issues outlining the centre’s policies for payment. The Coordinator will also personally approach the parent and discuss the reason for non payment. In consultation with the Coordinator, an agreement of future payments can be discussed. A meeting can be organised with the Centre Accountant and the Coordinator to discuss a payment plan.

**After 8 weeks overdue:** Failure negotiate a payment plan and/or continued non-payment will result in a second and final letter notifying the family that unless payment is made within 5 working days or a payment plan entered into the child will be unable to attend the service.

If the above procedures are not effective, details of unpaid fees will be referred to the Centre Accountant and Management Committee to commence debt recovery procedures and the family will be responsible for all fees associated with recovering the debt.

**LATE FEES**

The hours and days of operation of the service will be displayed prominently within the service. (Regulation 173)

The service operates from 7.00am to 9.00am and 3.00pm to 6.30pm Monday to Friday. Any parent who collects their children after 6.30pm will be charged a late fee of $10 for every 15 mins (or part thereof) after 6.30pm.

Wherever possible parents should advise the centre when they will be late to collect their child. If a parent continues to collect their child after 6.30pm the Coordinator will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

**GOVERNANCE AND MANAGEMENT**

**POLICY STATEMENT:**

*Asquith Community after school care*  aims to provide a quality education and care service and will operate according to all legal requirements and recognised best practice in service management. We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be ongoing process of review and evaluation and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the constitution that deals with the key legal requirements for running the organisation. A copy of the constitution will be readily available to all committee members to consult. New members will be given a copy of the constitution as part of their orientation.

For the purpose of Regulations the Management Committee is the Approved Provider.

The Management Committee as the Approved Provider will ensure that all aspects of governance and management are clearly articulated and complement the service Philosophy.

The Management Committee as Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 is available for inspection at the service at all times (as per Regulation 171).

**RESPONSIBILITIES:**

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

* Compliance monitoring – ensuring compliance with the objects, purposes and values of the service, and with its constitution
* Organisational governance – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
* Strategic planning – reviewing and approving strategic direction and initiatives
* Regulatory monitoring – ensuring that the service complies with all relevant laws, regulations and regulatory requirements
* Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service’s budget; monitoring management and financial performance to ensure the solvency, financial strength and good performance of the service
* Financial reporting – considering and approving annual financial statements and required reports to government;
* Organisational structure – setting and maintaining a framework of delegation and internal control
* Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
* Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise
* Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers

The **Nominated Supervisor** is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies laid down by the Approved Provider, including:

* Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives;
* Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff;
* Having input into the annual budget and managing day-to-day operations within the budget;
* Maintaining an effective risk management framework;
* Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation’s performance

**PROCEDURES:**

This policy will encompass the following:

* Philosophy and policies
* Financial management
* Facilities and environment
* Equipment and maintenance
* Review and evaluation of service
* Records management
* Work, Health and Safety

**(a) Philosophy and policies**

* The development and review of the Philosophy and policies will be an ongoing process.
* The philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care “My Time, Our Place”. There will be a collaborative and consultative process to support the development of the philosophy that will include children, parents and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.
* Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes.
* The Management Committee as Approved Provider will ratify the Philosophy and the policies. Policies can only be altered by the Approved Provider and the changes minuted as a record.
* All documents will be dated and include nominated review dates.
* There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice.
* The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

**(b) Financial management**

* The Approved Provider will be responsible for developing and overseeing the budget of the service and for ensuring that the service operates within a responsible, sustainable financial framework.
* In line with this responsibility the Management Committee will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy.
* Financial reporting including an income and expenditure statement and balance sheet will be presented to the Management Committee on a regular basis and the opportunity provided to ask questions or seek further advice from any Management Committee member.

**(c) Facilities and environment**

* The Management Committee will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times.
* In the event of the relocation of the site the Management Committee will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed.
* Work, Health and Safety implications will be considered by the Management committee in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

**(d) Equipment and maintenance**

* Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe.
* Processes will be in place for routine cleaning of toys and equipment.

**(e) Review and evaluation of the service**

* Ongoing review and evaluation will underpin the continuing development of the service. The Management Committee will ensure that the evaluation involves all stakeholders, especially families, children and educators/staff.
* The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at meetings of the Management Committee.

**(f) Confidentiality**

All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.

**(g) Maintenance of records**

* Regulation 177outlines requirements and includes references to records that services must keep. Regulations 183–184detail storage of records.
* The service has a duty to keep adequate records about staff, families and children in order to operate responsibly and legally. The service will protect the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality.
* The Approved Provider assists in determining the process, storage place and time line for storage of records.
* The service's orientation and induction processes will include the provision of relevant information to staff, children and families.
* Clear guidelines on who will have access to which particular records will be given to committee members, educators and families. These will be available at all times at the service.
* The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:
	+ Australian Tax Office (ATO)
	+ Family Assistance Office (FAO)
	+ Department for Education, Employment and Workplace Relations (DEEWR)
* In the event of ceasing to operate, the service Management Committee will identify where the records will be kept and seek professional advice on the winding up of the service
* A list of nominated contacts for Child Care Management System, Australian Taxation office and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance.
**(h) Work, Health and Safety**
* Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures.
* The nominated supervisor will report back to the Management Committee on any Work, Health and Safety issues as they arise.
* All committee members will be provided with information to assist them in meeting their obligations under the legislation

**CONSIDERATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Education and Care Services National Regulations** | **National Quality Standard** | **Service policies/documentation** | **Other**  |
| 103, 168, 171, 172, 173, 177, 183 to 185 | 7.3 | * Constitution
* Service Philosophy
* Quality Improvement Plan
* Family Handbook
* Staff Handbook
* Fee Policy
* Confidentiality Policy
 | * Food Safety Standards.
* Network *Record Keeping* Factsheet
* Child Care Service Handbook (DEEWR)
* Work, Health and Safety Act (2011)
* Child Care Benefit legislation
 |

**Acceptance & Refusal of Authorisations**

POLICY STATEMENT:

Asquith Community After School Care Centre will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. For example, if a child is to attend an extra-curricular activity for which authorisation is required, but has not been given; this will result in the child not being able to participate in the activity. Preferably, authorisation is required in written format; however in some circumstances staff discretion may be used.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. For example, the Regulations stipulate an authorisation must be obtained for:

* Administering medication to children (Regulation 93)
* Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
* Children being taken on excursions (Regulation 102)
* Access to personal records (Regulation 181)

Authorisation from families may also be required if:

* A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.
* Children are leaving the service to make their own way home.

PROCEDURE:

The Nominated Supervisor or the person in day-to-day charge of the service will:

* Ensure documentation relating to authorisation (permission) from families contains:
* The name of the child enrolled in the service;
* The date;
* Signature of the child’s parent/guardian or nominated person who is on the enrolment form;
* The approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable);
* The original form/letter provided by the service;
* Apply these authorisations to the collection of children, administration of medication, excursions and access to records.
* Keep these authorisations in the child’s enrolment record.
* Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained.
* Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation has been given.
* Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
* In certain circumstances verbal authorisation, may be accepted at the discretion of the senior staff member on duty. This would be relevant in situations where there has been an emergency situation and no one from the child’s authorised list is able to collect the child. An email, fax or text message is suitable as written authorisation.
* Exercise the right to refuse if written or verbal authorisations do not comply with the requirements outlined above.
* Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the family and emergency services as soon as practicable after the medication has been administered.

CONSIDERATIONS:

|  |  |  |  |
| --- | --- | --- | --- |
| **Education and Care Services National Regulations** | **National Quality Standard** | **Other Service policies/documentation** | **Other**  |
| r93, 94, 99, 102, 157, 158, 161 | Standard 2.3 and 7.3 | * Parent Handbook
* Staff Handbook
* Enrolment and Orientation Policy
* Administration of Medication Policy
* Providing a Child Safe Environment Policy
 |  |

CONFIDENTIALITY

POLICY STATEMENT:

*Asquith After School Care Centre*, will make every effort to protect the privacy and confidentiality of all individuals associated with the service by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and is not divulged or communicated, directly or indirectly, to another person other than:

* To the extent necessary for the education and care of the child
* To the extent necessary for medical treatment of the child
* Family of the child to whom the information relates
* The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations
* With the written consent of the person who provided the information.

PROCEDURES:

**(a) Collection of personal information**

* Before collecting personal information, the service will inform individuals of the following:
* The purpose for collecting the information;
* What types of information will be disclosed to the public or other organisations;
* When disclosure will happen;
* Why disclosure needs to occur;
* How information is stored;
* The strategies used to keep information secure;
* Who has access to the information;
* The right of the individual to view their personal information
* The length of time information needs to retained; and
* How information will be disposed of.
* All information regarding the children and their families attending the service is to be used solely for the purposes of providing childcare and meeting the administration requirements of operating the service.
* All information regarding any child/family enrolled in the service will only be accessible to authorised persons. The Approved Provider and the Nominated Supervisor will determine who is authorised to access records.

**(b) Retention and Storage of Records**

* The Service will ensure that documents set out in the Education and Care Services National Regulations (Regulation 177) are kept in a safe and secure place for the length of time outlined in Regulation 183 (2).
* The Approved Provider will develop a practice in relation to the retention and disposal of records.
* In the event that approval of the service is transferred, the requirements of Regulation 184 will be followed.

**(c) Disclosure of Information**

* Personal information regarding the children and their families is not to be discussed with anyone outside the service, except in circumstances outlined in Regulation 181.
* Families may seek access to the personal information collected about them and their child by contacting the Nominated Supervisor at the service. Children may also seek access to personal information about themselves. However access may be denied where access would impact on the privacy of others; where access may result in a breach of the service's duty of care to the child; or where the child has provided information in confidence.
* Lists of children's or families names, emails and phone numbers are deemed confidential and are not for public viewing and will not be issued to any other person or organisation without written consent.
* No personal information regarding a staff member is to be given to anyone without his/her written permission.

**(d) Personal Conversations**

* Personal conversations with families about their children, or other matters that may impact on the child’s enrolment, for example, fees, will take place in an area that affords them privacy.
* Personal conversations with educators and staff about matters relating to their performance will take place in an area that affords them privacy.

**(e) Maintenance of Information**

* The Nominated Supervisor is responsible for maintaining all service records required under the Education and Care Services National Regulations (Regulation 168) and other relevant legislation, for example, Work, Health and Safety, Australian Taxation Office, Family Assistance Office, Department of Education, Employment and Workplace Relations (DEEWR) and for ensuring that information is updated regularly.
* The service takes all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date.
* Individuals will be required to advise the service of any changes that may affect the initial information provided.

CONSIDERATIONS:

|  |  |  |  |
| --- | --- | --- | --- |
| **Education and Care Services National Regulations** | **National Quality Standard** | **Other Service policies/documentation** | **Other**  |
| 145 – 152, 168,174 – 177, 183. | 4.2, 5.1, 7.3 | * Governance and Management Policy.
* Enrolment Form.
* Parent Handbook.
* Staff Handbook.
* Personnel files.
 | * My Time, Our Place.
* Network *OSHC Code of Conduct*.
* Network *Record Keeping* Factsheet.
* Work, Health and Safety Act (2011).
* Privacy Act (1988).
* Child Care Service Handbook (DEEWR).
* Child Care Benefit legislation.
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Delivery & Collection of Children

POLICY STATEMENT:

*Asquith Community After School Care Centre* will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service’s care.

# PROCEDURES:

1. **Delivery of Children:**
* Children are not to be left at the service unattended at any time prior to the opening hours of the service.
* Any person delivering a child to the service must sign the attendance register and record the time of arrival and their signature.
* Educators will be aware of each child’s arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
* If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.
1. **Collection of Children:**
* Children must be collected by the closing time of the service.
* Any person who is collecting a child from the service must be listed as an authorised nominee on the child’s enrolment form with their contact details. The collection list must be kept current and updated on a regular basis.
* The authorised nominee who is collecting a child must sign the attendance register and record the time of collection and their signature.
* Written authorisation must be given in the child’s enrolment form if children have permission to leave the service themselves. In this case, the Coordinator would sign the child out of the service.
* Educators will be aware of each child’s departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
* Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
* If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Coordinator will also request identification from the person collecting the child.
* In the case of an emergency where a child’s authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
1. **Absent and Missing Children:**
* Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
* Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook.
* If a child only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
* Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
* Ask the other children of their knowledge of where the child might be.
* Approach the school office and ask for information regarding the child’s attendance at school.
* If the child was absent from school, call the child’s authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
* If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
* If the child is still unable to be located, educators will return to the service and call the child’s authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
* Continue to keep in contact with the school during this time.
* Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend’s home and check common places in the local area.
* If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
* Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.
1. **Acknowledgement of Children’s Arrival:**
* Educators will acknowledge children’s arrival at the service during After School Care by recording the child’s name and arrival time at the service. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

CONSIDERATIONS:

|  |  |  |  |
| --- | --- | --- | --- |
| **Education and Care Services National Regulations** | **National Quality Standard** | **Other Service policies/documentation** | **Other**  |
| r99, r158-161, r168, 176. | Standards 2.3 and 7.3 | * Parent Handbook
* Staff Handbook
* Acceptance and Refusal of Authorisations Policy
* Enrolment and Orientation Policy
* Administration of Medication Policy
* Providing a Child Safe Environment Policy
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Enrolment Policy Book