



ALEXANDRA CHILDCARE CENTRE (1995) INC.

ATTENDANCE & RELATED CHARGES POLICY

RATIONALE: To manage enrolment and booking systems and charge out fees ensuring the Centre's finances are of a sound basis and to provide parents/caregivers with clear details of these procedures.

OBJECTIVE: That enrolments and bookings are kept up to date and meet licensing criteria. To ensure that parents/caregivers fully understand the Centre's fee structure, the notification process required for absences and any penalties that may be incurred. To ensure future Governance Board's understand this complex policy.

1 Fee

- 1.1 **\$6.75 per hour** per child is charged for attendance at the Centre
- 1.2 Charging is based on 15 minute intervals (rounded to the next 15mins after 10 minutes in total).
- 1.3 Minimum attendance for permanent bookings is for 6 hours per day – 2 days per week subject to availability. Anything less will be at the discretion of Management.
- 1.4 A \$10 fee may be charged at Management discretion for any early drop off's or late pickup's exceeding 15 minutes.
- 1.5 The Centre offers "20 Hours ECE" to eligible children provided an attestation form is completed by the child's parents/caregivers before the hours are to be claimed.
- 1.6 A one-off non-refundable fee of \$35 will be payable for new enrolments.

2 Bookings

- 2.1 In accordance with our license the number of children under 2yrs shall not exceed 8 and the total number of children shall not exceed 31. To ensure optimum teacher/child ratios the Administrator and Centre Manager will endeavor to restrict bookings to 30 children at any one time.
- 2.2 Enrolments and bookings are to be kept up to date and checked daily. Detailed day-sheets are to be produced.
- 2.3 The Centre's licensed hours are between 7.45 and 5.30; **no** booking times will exceed 5.15pm.
- 2.4 Bookings will be based on 15 minute intervals
- 2.5 Parents/caregivers must sign the day-sheet and record children's actual time of arrival and departure.
- 2.6 We require two (2) weeks' notice to be given prior to a child leaving the Centre.
- 2.7 If less than two (2) weeks' notice is given for the end of an enrolment, the parent/caregiver will be required to pay the new enrolment fee of \$35 and up to two weeks of booking charges. This will be at Management discretion
- 2.8 If no communication has been received relating to non-attendance for more than three (3) weeks, your enrolment will be deemed ended. You will need to re-enrol should you wish to return.
- 2.9 We require at least one (1) weeks' notice when changing a permanent booking. This includes time changes, reduction of days or addition of days.

3 Casual hours

- 3.1 Requests for casual hours can be made in writing &/or via email to the Centre Manager or Administrator.
- 3.2 Minimum attendance of 3 hours will apply for casual bookings.

DATE REVIEWED	DATE NEXT REVIEWED
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- 3.3 A request for casual hours will be granted where there is a space available under our licensing requirements.
- 3.4 Where there is no space available the child will be placed on a waiting list. If a space occurs then it will be filled from this waiting list in order of application.
- 3.5 A minimum of 2 hours' notice for an extension of booking is required i.e. extending from 3pm to 4pm. If a child's booked hours are reduced on a casual basis there will be no reduction in their normal booking fee.

4 Absences (Sick & Holiday)

- 4.1 Children will be allocated 10 days leave (this includes a combination of sick and holiday leave) at a discount of 50%. After this all further leave will be at full charge. In extenuating circumstances, the Governance Board may agree to extra leave at the discounted price.
- 4.2 The entitlement to leave begins from the first of January each year; entitlements do not roll over to the next year.
- 4.3 The 2 week closure at Christmas time is not included in this allocation. There will be no charge during the shutdown.
- 4.4 It is essential that any absence is notified to the Centre **before 8.30am** for the day the child will be absent. Please use our answer phone facility if no-one is able to take your call. Where no notice of an absence is received ie, no contact before 8.30am on the day of attendance, then full charges will be incurred.

5 Charges for non-booked attendance

The arrival and departure time for children should match the hours that the child has been booked for. With the exception of clause 4 of this policy, clients will be charged the full booking time regardless of late arrival or early departures.

- 5.1 Approved extension of booked hours, will be provided only where total numbers do not exceed 31 and will be charged at the usual rate.
- 5.2 When no extension of booked hours has been approved and a child exceeds their booked in time a late fee will be charged as per clause 1.4.

6 Definitions

- 6.1 Extension of booked hours: When a child's normal booked hours are extended e.g. 9-4 extended to 8.45-5.
- 6.2 Casual Booking: A booking on a day a child does not usually attend the Centre or making a change to a booking on a casual basis.

7 Optional Charge

- 7.1 From May 2023 for those that agree to the optional charge, a charge of \$3/day for all booked days will be added to the weekly invoice
- 7.2 The charge is for: additional staff beyond the minimum regulated adult/child ratios
- 7.3 If the charge is agreed to, Kopuwait ELC may enforce payment
- 7.4 The charge will last for 12 months and will be reviewed annually in June
- 7.5 A minimum notice period of 2 weeks is required should you wish to cancel this optional charge

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The Rules:

- A courtesy call with less than 2 hours' notice may result in a late fee
- For an extension you **must ring** at least 2 hours before scheduled time of pickup or earlier drop-off

Examples:

- If you call at 2.55pm to say you will be late for your 3pm pickup you will incur a late fee as per Clse 1.4
- If you call at 12pm to ask for an extended 3pm booking this is a casual extension as per Clse 3.5

Discretion is case by case with the Centre Manager and Administrator

- ❖ FEES ARE GST INCLUSIVE
- ❖ RATE PER QUARTER HOUR OR PART THEREOF

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