



Policy Owner: Kidsnest Crows Nest Occasional Child Care
Category: Quality Area 7: Leadership and Service Management
Last Reviewed: April, 2019

1. STATEMENT OF INTENT

- 1.1 Kidsnest-Crows Nest Occasional Care Inc. is a non-profit based service. Child care fees are charged to cover the cost of children's consumable, staffing, equipment, utilities and other costs incurred in the provision of the service.
- 1.2 Bookings to be regulated so that Kidsnest licencing requirements for 15 children a day are met.

2. DEFINITIONS

- 2.1 Bookings are categorised into occasional type bookings and regular bookings.
- 2.2 Occasional/casual bookings can be made up to 4 weeks in advance and as minimal as the day of required booking.
- 2.3 Regular bookings are permanent bookings that repeat on a weekly basis.

3. STRATEGIES/PROCEDURES

3.1 Annual Enrolment and Re-enrolment Fees

- Enrolment fees include a membership to the Kidsnest Association and entitles parents to seek an election to join the Kidsnest Management Committee.
- Families enrolling for the first time are charged \$120 for the annual enrolment fee.
- Families who are re-enrolling successively are charged a loyalty fee of only \$50. If one year is missed in re-enrolment, this loyalty fee does not apply.

3.2 Occasional Bookings

- Families are able to make casual bookings up to 4 weeks in advance.
- Families are to wait for a confirmation of booking before bringing in their children for the day.
- Daily waiting lists are logged should there not be any available places at the time of booking.
- Bookings can be made either by phone, email or visiting the centre between 8am and 6pm.



3.3 Regular Bookings

- Regular bookings rotate on a weekly basis.
- While holding a regular booking position, families are also allowed to make casual bookings.
- Once a regular booking is confirmed, families are to give the Director Four Weeks notice of cancellation of their regular booking.
- There are only 10 full-time, regular positions available every day to maintain the integrity of our occasional care that we offer and also create a reliable revenue for running Kidsnest.
- If the Director notices an ongoing pattern of cancellations (i.e.: 4 or more in a row) then the Director will have a discussion with that family in regards to whether they will be able to continue their regular booking schedule. Cancellations are to be used in good faith for sick leave or family holidays
- If Four Weeks notice of cancellation is not given, families will be invoiced for the normal regular bookings in that period and will be expected to pay the complete amount.
- Waiting lists are maintained should there not be any available places at the time of booking. Bookings can be made either by phone, email or visiting the centre between 8am-6pm.

3.4 Booking Fees

- Hourly Fee <2 years: \$17.00
- Hourly Fee >2 years: \$15.00
- Daily Fee <2 years: \$110.00
- Daily Fee >2 years: \$100.00
- Daily Fee is provided at a discounted fee at 12% and covers the daily period of 8am-6pm.
- Fees are to be paid in full at the end of a booking and upon families collecting their children. If overdue accounts are not paid, families may be restricted from further bookings until all accounts are paid in full.
- Accepted payments method is EFTPOS. Amex and American Express are not accepted. No cash is kept on the premises.
- Registration annual fees for new families is \$105 and for returning families within 2 year period, the annual fee is only \$50.

3.5 Cancellations or Changes to Bookings

- All cancellations or changes to booking times are to be made prior to 8:00am on the day of the booking.
- Cancellations and changes can be made by leaving a phone message on the (02) 9436 4118 or emailing info@kidsnest.org.au
- If there is no notification of changes before allocated time, 100% of booking fees will be invoiced and payment will be expected to be made.

3.6 Late Fees

- Late fees are applicable to any bookings made during opening hours (8am-6pm). If there is no indication made via email or phone that a child will be picked up late, then the late fee is applied immediately after booking has finished.
- Late fees are charged at \$1 a minute.



- There is a service of grace given to families who are found to have been in extenuating circumstances that prevent them from pick up their child on time. This is at the discretion of the Management Committee and Director.

3.7 Christmas Closure/Public Holidays

- Kidsnest is closed over the public holidays and no bookings will be possible during this time.
- Kidsnest closes over the Christmas break for 2 weeks. Parents will receive notification up to a month in advance via email as to the exact dates. No bookings will be possible during this time.

4. STATUTORY LEGISLATION AND CONSIDERATIONS

There are none to consider.

5. SOURCES

There are none to consider.

6. LINKS TO OTHER POLICIES

6.1 Enrolment Policy

POLICY REVIEW AND CONTROL TABLE

Version	Date Released	Next Review	Reviewed By	Approved By	Amendments
1	October, 2017	October, 2018	Lina Diquattro	Sarah Whittle	First Version
2	May, 2018	May, 2019	Lina Diquattro	Paul Hunter	<ul style="list-style-type: none"> • Number of regulars allowed per day. • Change the old fee schedule to the new one that started in April, 2018
3	April, 2019	April, 2020	Lina Diquattro	Kelsey Carmicheal	<ul style="list-style-type: none"> • Changed opening hours where relevant. • Changed the breakdown of two fee types.