



Bookings & Fees Policy

Policy Statement:

Pennant Hills Before and After School Care Service is committed to delivering a transparent, equitable, and efficient system for managing bookings and fees that support both families and the operational needs of the centre. We recognise that clear procedures, timely communication, and fair financial practices are essential to maintaining a high-quality care environment.

This policy is guided by the principles of the National Quality Standard, particularly Quality Area 7, and complies with National Regulations 123, 168, and 172(2), as well as the Australian Government Child Care Provider Handbook. It reflects our responsibility to ensure affordability and accessibility for families, while also safeguarding the financial sustainability of our not-for-profit service.

We aim to empower families through accessible digital platforms, consistent notice periods, and transparent fee structures. At the same time, we uphold our duty of care to maintain educator-to-child ratios and ensure that all bookings and absences are managed in accordance with regulatory and budget requirements.

Definitions:

Permanent Booking - A recurring booking where a child attends the same session(s) each week. Fees apply regardless of attendance.

Casual Booking - A one-off booking made subject to availability. No fee is charged if the child is marked absent in advance.

Vacation Care Booking - A booking made for school holiday sessions, following the same process as casual bookings but with stricter notice periods.

Cessation of Care - When a child does not attend their final week of care, resulting in no CCS being paid and full fees charged.

Non-notification Fee - A penalty charged when a child is absent from an afternoon session without prior notice.

Late Collection Fee - A penalty charged when a child is collected after 6:15pm.

Considerations:

- National Quality Standard
 - QA7: Governance and leadership
 - 7.1: Governance supports the operation of a quality service
 - 7.2: Effective leadership builds and promotes a positive organisational culture and professional learning community
- Education and Care Services National Regulations:
 - Regulation 123: Educator to child ratios – centre-based services
 - Regulation 168: Required policies and procedures
- Australian Government Child Care Provider Handbook
- Child Care Subsidy (CCS) requirements
- Duty of care and educator-to-child ratio requirements

Policy:

Bookings:

Permanent Bookings

Permanent bookings are made when a child attends the same session(s) each week. These bookings are charged regardless of attendance. Families are entitled to 42 allowable absences per financial year under the Child Care Subsidy (CCS); beyond this, CCS is only paid if a medical certificate is provided (to the centre).

To change a permanent booking, families must submit a request online via the browser version of our Childcare Software Provider. A minimum of one (1) weeks' notice is required to add or withdraw days.

To cancel a permanent booking entirely, families must email the centre with at least one (1) weeks' notice, specifying the end date. If the child does not attend during the final week of the booking, this is considered Cessation of Care and CCS will not be paid. Full fees will apply for each full week the child has not attended before the end of the booking.

All changes and increased attendance requests are subject to availability.

Casual Bookings

Casual bookings are accepted only if there are available places within the service's allocated capacity. These bookings must be made using the Childcare Software Provider parent portal (in app or browser). Availability is visible in the app.

Before using this service, families must complete enrolment and submit a direct debit form. It is recommended that families contact the centre the first time they make a casual booking to confirm it has been processed correctly.

If a casual booking is no longer required, families must mark their child absent using our Childcare Software Provider before 2:00pm for afternoon sessions. If marked absent before the cut off, no fee is charged. If not marked absent and the child does not attend, the session will be charged.

Vacation Care Bookings

Vacation care bookings follow the same process as casual bookings. Cancellations must be made at least one (1) week in advance.

Bookings close one (1) week prior for incursions and excursions, as final numbers need to be provided to our providers and payment made.

If a family cancels after bookings have closed, they may mark their child absent or contact the centre to do so. The session fee will still apply. If a family wishes to make a late booking after the cut-off, they may check our Childcare Software Provider for availability or contact the centre directly.

Absences and Notifications:

Families must notify the centre of absences via our Childcare Software Provider or by emailing the centre before 2:00pm for afternoon sessions only. Failure to notify will result in a non-notification fee (refer to current fee schedule on our website). This applies to both permanent and casual bookings.

If a child is booked for an afternoon session and does not arrive, centre staff will contact the family using the enrolment contact details. This action will incur a non-notification fee. After three (3) non-notifications in a term, the child's bookings may be cancelled, subject to the Parent Management Committee's discretion.

When leaving a message on the centre's answering machine, families must clearly state the child's full name and the reason for the call.

For extended absences, families must provide dates and duration to the centre, as the school does not share this information with us. If a child is absent and no notification is received, staff will contact the family and seek information from peers, school staff, and other parents. Continued failure to notify may result in cancellation of bookings and referral to the Parent Management Committee.

Emergency Care:

In emergency situations (e.g. late collection from school), the centre may accept a child into care if:

- There is capacity within the service
- The child is enrolled

- Educator-to-child ratios can be maintained
- Medical information (e.g. health care plans, EpiPen) is available and up to date
- Permission is confirmed from the family and/or school
- Duty of care can be upheld

The centre will not accept children who are not enrolled, not booked in, or not students of Pennant Hills Public School.

Fee Structure:

Fees are set by the Parent Management Committee based on the annual budget, operating costs, and projected attendance. Families will be given at least 14 days' notice of any fee changes.

Fees are charged for:

- Before School Care
- After School Care
- Vacation Care
- Non-notification (afternoon only)
- Late collection (after 6:15pm) - see below
- Annual membership per family
- One-off joining fee per family

Refer to the current fee schedule for up-to-date rates on our website.

Payment of Fees:

Fees are charged fortnightly in arrears, using either:

- **Credit Card:** Visa, Mastercard and AMEX (fees apply)
- **Direct Debit:** From a nominated bank account (fees apply)

Statements are emailed fortnightly. Additional statements can be requested from the Finance Administrator by request.

If a direct debit is dishonoured, a default fee (up to \$4.00) may be applied, in addition to any bank charges.

Late Payment & Debt Management:

Late payments attract a \$10 late fee unless prior arrangements are made. One late payment per term is tolerated with a one-week grace period. If not resolved, additional fines apply and bookings may be cancelled. Continued non-payment will result in referral to a debt collector.

Families will be notified of outstanding fees. Individual payment plans can be arranged with the Finance Administrator. If no payment is made or arrangements are not followed, access to the service will be denied until the debt is cleared.

The Parent Management Committee will be informed of any denied access due to unpaid fees.

Late Collection:

Children must be collected by 6:15pm. A late fee of \$10 applies for the first 5 minutes (or part thereof), and \$2 per minute after 6:20pm. After three (3) late collections in a term, bookings may be cancelled.

Staff must be able to close the Centre on time. Authorised nominees must leave immediately after collecting their child. Two staff members are required to remain with any child after 6:15pm, and wages are paid at overtime rates.

An email will be issued for each late collection, detailing the time and fee incurred. Families with frequent late pickups must make alternative arrangements and ensure all authorised nominee details are up to date.

Financial Management:

The centre is a not-for-profit organisation. The Finance Administrator is responsible for:

- Billing and account maintenance
- Processing payments and staff wages
- Maintaining rolls and staff records
- Preparing financial reports for the Parent Management Committee

The centre is audited annually. Financial records are retained for at least seven years and comply with all relevant legislation and funding agreements.

For more information on financial management, please see our Financial Management Policy.

Version	Action	Date
V.1	Two previous policies combined ("Bookings & Changes to Bookings" and "Payment of Fees")	13 th November 2025
V.1	Approval by PMC	1 st December 2025