



# Dubbo

## Family Day Care

*(Sponsored by Dubbo Regional Council)*

# Recommended Fees, Charges and Conditions Guide 2019/20

## Dubbo Family Day Care Coordination Unit

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### Office Hours:

9 am to 1 pm - Monday, Tuesday, Thursday, Friday  
9 am to 12 Noon - Wednesday  
or afternoons by appointment

*Providing Family Day Care in Dubbo since 1976*

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# Recommended Fees, Charges and Conditions Guide 2019/20

## SETTING OF FEES, CHARGES AND CONDITIONS

Educators are self-employed, and the capacity to establish their own fees and fee conditions is consistent with this status. Notwithstanding, there is nothing to prevent a Educator from deciding to adopt the Recommended Fees, Charges and Conditions Guide provided by Dubbo Family Day Care.

Within the opportunity for Educators to determine their fees for the service they provide, the Coordination Unit must still ensure that families are treated fairly and in a non-discriminatory way. All practices within the scheme must be in line with any legislative, regulatory, licensing or other government requirements. Thus Dubbo Family Day Care adopts a level of responsibility for supporting Educators in implementing independent fees, to achieve charges and conditions that are appropriate, affordable, and equitable for families, while maintaining sustainability and viability of the child care service being provided by Educators.

As the sponsor of Dubbo Family Day Care, Dubbo Regional Council also applies levies and charges relevant to the provision of care, in line with its Revenue Policy.

***The information contained in this guide relates to the fees and conditions of the Recommended Fees, Charges and Conditions Guide.***

***The price set out or referred to herein is a recommended price only and there is no obligation to comply with the recommendation.***

Regardless of whether an Educator adopts the Recommended Fees, Charges and Conditions Guide, or sets his/her fees independently, the following conditions apply:

### **In relation to families, Educators are required to:**

- ★ Inform existing and prospective families about the charges they propose to impose, and in what circumstances different or additional charges are incurred, by providing them with a signed and dated copy of their chosen fee schedule and conditions/explanations
- ★ Provide families with an overview of the services and experiences offered in relation to the fees and conditions imposed
- ★ Aim to give families at least four (4) weeks written notice of fee variations
- ★ Aim to provide families with at least two (2) weeks notice when taking leave
- ★ Consider the timing and frequency of fee increases to support affordability for families and avoid a perception that the fee is often raised or changed
- ★ Implement their fee schedule and conditions equitably with all families
- ★ Follow the scheme grievance procedure in all instances of dispute or dissatisfaction concerning the setting of fees.

**Parents are advised to:**

- ★ Discuss fees, charges and conditions with individual Educators before accepting a care offer
- ★ Discuss fees, charges and conditions with individual Educators before accepting a relief or alternate care placement
- ★ Follow the scheme grievance procedure in all instances of dispute or dissatisfaction concerning the setting of fees.

**The Coordination Unit will:**

- ★ Annually, or as otherwise warranted, endorse a Recommended Fees, Charges and Conditions Guide, to provide a benchmark figure for Educators, taking into account CPI increases as well as fees being charged by other child care services in the local community, and the rate of indexation of the Child Care Subsidy, to be implemented from the first full Child Care Subsidy payment period after 1<sup>st</sup> July.
- ★ Encourage Educators and Families to participate in formulating the Recommended Fees, Charges and Conditions Guide.

***For further information on setting of fees refer to Dubbo Family Day Care's Independent Setting of Fees, Charges and Conditions Policy.***

## DUBBO FAMILY DAY CARE RECOMMENDED FEES & CHARGES GUIDE – 2019/20

### *COST OF CARE PER CHILD/PER HOUR (charged in 15 minute increments)*

Permanent Booking	\$6.70
Casual/On Call and Rosters	\$7.60
Outside Core Hours (6 pm – 8 am Weekdays)	\$7.80
Weekends	\$7.80
Public Holidays	Normal hourly fees apply
Where a child actually attends care	\$9.70
Collection of a child after 10 pm (for the hours between 10 pm and when the child is collected)	\$8.60
Arrival of a child before 6 am (for the hours between the child arriving and 6 am)	\$8.60

**PLEASE NOTE: - MINIMUM CHARGE OF FOUR (4) HOURS PER DAY PER NON SCHOOL AGED CHILD FOR A PERMANENT CONTRACT, TWO (2) HOURS FOR SCHOOL AGED CHILDREN.**

### **OTHER FEES**

#### **Travel:-**

When a child is transported by the Educator to playgroup, toy library or an excursion \$3.00 per family

Specific Destination \$6.00 per family

#### **Playgroup**

At cost eg FDC Playgroup  
\$2.50/child

Discuss with Educator if applicable.

#### **Meals:- Breakfast**

\$2.50

#### **Lunch**

\$2.50

#### **Evening Meal**

\$4.50

#### **Morning Tea/Afternoon Tea**

\$1.50

#### **Early/Late Arrival Fee**

\$10.00 per 15 minutes (or part thereof) per child.

#### **Late Payment Penalty Fee**

\$5.00 per child per day unless other mutually agreeable arrangements have been made with your Educator.

(These fees does not attract CCB)

### **FEES SET BY DUBBO REGIONAL COUNCIL AS PART OF ITS REVENUE POLICY**

#### **Administration Levy**

\$1.75 per hour per child

#### **Enrolment Fee**

\$55.00 per family

#### **Re-enrolment Fee**

\$30.00 per family

## EXPLANATION OF FEES

**Fees are charged in 15 minute/quarter-hour increments.**

### **Permanent Contract Booking - \$6.70 per child per hour**

This fee is for care that is booked for the same days and times every week falling between the hours of 8 am and 6 pm on weekdays (known as core or standard hours).

**A minimum fee of four (4) hours per non-school aged child per day applies.**

### **Casual/On Call/Roster - \$7.60 per child per hour**

This fee generally is for care where days and times vary from day to day and week to week. This fee may also apply in other circumstances (see contract types below).

**A minimum fee of two (2) hours per child per day applies.**

### **Outside Core Hours (6 pm – 8 am Weekdays), Weekends, Collection after 10 pm and Arrival before 6 am - \$7.80 per child per hour**

Higher fees apply to these non-standard times to compensate Educators for their flexibility.

### **Public Holiday - \$9.70 per child per hour**

For gazetted public holidays the usual daily fee applies if the child is absent but would normally attend on that day. However, if care is required on a public holiday, an arrangement must be made with the Educator one (1) week in advance and the public holiday hourly fee will apply.

*If care is required on a public holiday, with one (1) week's notice, and your Educator is not available to provide that care, then you can not be charged for that day.*

### **Travel Fees**

When a parent/guardian requests for a child to be transported by the Educator to or from a specific destination e.g. preschool or school then the \$6.00 per family per round trip can be charged (that is from the Educator's home to collect/drop off the child and back to the Educator's home. Therefore, dropping off and picking up a child from preschool would be two (2) round trips).

When a child is transported by the Educator to playgroup, toy library or on an excursion, \$3.00 per family can be charged.

### **Playgroup**

Playgroup gives your child an opportunity to experience larger group activities. When your child attends Playgroup, a fee per child per playgroup session may be incurred and may be passed on to you by your Educator.

## Early/Late Fee

Unless prior arrangements are made with your Educator, a penalty rate of \$10.00 per 15 minutes (or part thereof) per child can be charged for care provided outside agreed times i.e. early arrival or late collection of the child. This fee does not attract Child Care Subsidy.



## Late Payment Penalty Fee

A penalty fee can be applied for fees that are not paid on time. The late payment penalty fee does not attract Child Care Subsidy and is charged at \$5.00 per child per day unless other mutually agreeable arrangements have been made with your Educator.

## Enrolment fee (Set by Council's Revenue Policy)

A non-refundable fee of \$55.00 is payable at the time of initial registration. Similarly, a fee of \$30.00 per family is payable **during the discounted period** for annual renewal of registration. Payment of the annual enrolment fee outside this period is not discounted. These are administration fees set by Dubbo Regional Council under its revenue policy.

## Administration Levy (Set by Council's Revenue Policy) - \$1.75 per hour per child

To meet the costs of coordinating this service Parents and Educators are required to pay a levy.

The Administration Levy is calculated on the number of hours of child care used, and is paid to the Educator by the parent. This same amount is deducted from the Educator's payment by the scheme.

## CONTRACTED DAYS AND TIMES – COMPLYING WRITTEN ARRANGEMENTS

In normal circumstances it is expected that the child's agreed arrival time would be 15-30 minutes before work, and that the child will be collected within 15-30 minutes after work has finished and the contract between the Educator and the parent would reflect this. **However, a minimum of four (4) hours care per non school aged child per day applies to permanent contracts. Lesser hours may be arranged at the casual rate.**

- Parents are required to notify the Educator if there has been a delay, or if your child will be absent.
- An Educator is entitled to charge the appropriate hourly rate for the contracted hours if your child does not arrive at the agreed time.
- It is imperative that the Parent/Educator contract is completed at the commencement of care or when a permanent change of booking occurs. Reaching a clear understanding of the agreement may highlight and clarify expectations for bookings and conditions of charges.

A parent is also required to pay for the hours contracted with the Educator even if the child is dropped off later or picked up earlier than booked, as the Educator has

made herself available for the specified hours, eg when a parent books from 7 am to 4 pm and then decides not to drop the child off until 9 am, the Educator has already prepared for the child to arrive at 7 am.

## **CONTRACT TYPES/CONDITIONS**

**Permanent Contract – care that is booked for the same days and times every week falling between the hours of 8 am and 6 pm on weekdays.**

Seven (7) days notice is required to make alterations to permanent contracts e.g. change days or hours of care required. Fourteen (14) days notice is required for holidays and termination except in special circumstances.

Public holidays that fall during your normal contracted hours, flexi days and rostered days off are still charged at the permanent rate; that is, you must pay your Educator even if your child is absent. When a child is absent due to illness, normal fees also apply.

### **Permanent/Part time eg Job Share**

When a parent is permanent part time or in a job share situation on a permanent fortnightly/monthly basis (eg Monday, Tuesday, Wednesday on one week and Wednesday, Thursday and Friday the next), this can be treated as a permanent contract. Separate contracts should be prepared by the Educator to cover the care required.

**A minimum fee of four (4) hours per non school aged child per day applies to permanent contracts.**

**Casual/On Call/Roster Contract -care where days and times vary from day to day and week to week.**

Once you have notified your Educator of the hours you require, 48 hours notice is required to cancel the arrangement. If 48 hours notice is not given, then you will be charged for the hours contracted even if they are not used.

Parents with more than four weeks holiday annually (eg long service leave, study leave, teachers' holidays, maternity and paternity leave) should consult with their Educator as to which rate (either permanent or casual) suits their needs.

### **Arrangements for School Aged Children**

**A minimum fee of two (2) hours per child per day applies.**

**Before and After School Care:** According to the type of booking, permanent or casual rates may apply. Please discuss your options with your Educator, prior to care commencing.

**Odd days off school:** When a child is in care (eg pupil free days, school strikes, etc) payment for these days will generally be at the casual rate.



**School Holiday Care:** According to the type of booking, permanent or casual rates apply. Both the Parent and Educator should sign a school holidays contract for the year.

School holiday care for children who have been in before and/or after school care may be re-contracted to permanent bookings during the school holidays. An Educator may take on other children during such occasions, but a parent who has paid to hold a place has priority over the replacement booking. An Educator cannot charge a parent to hold a place if they cannot give this guarantee.

### **Changes in Contracted Hours**

If you wish to make any changes to your child's booked hours, please discuss this with your Educator.

Seven (7) days notice is required to alter a permanent booking, except in special circumstances as determined by the Service Manager.

Any changes in hours or days are not transferable to another day, eg if your contracted days are Monday and Tuesday and a public holiday falls on the Monday, you cannot "swap" this day for a Wednesday. If you wish to use care for an extra day you will be subsequently charged the appropriate fee.

### **Extended Hours**

Approval MUST be sought from the Service Manager for care in excess of 12 hours per day. The scheme may also approve up to fourteen (14) periods of 24 hours where 24 hour care is required. Approval from the Coordination Unit MUST be sought prior to care being provided.

### **Family Holidays**

When a parent or child takes holidays and wishes to reserve their day care placement, normal fees apply. The fee is the normal amount payable for booked hours including the administration levy, BUT excluding any food and travel charges. Where possible, please provide your Educator with a minimum of two (2) weeks notice of your intention to take holidays.

### **Flexi days/Rostered Days Off**

If a parent takes a flexi day on a day on which a child usually attends, normal fees apply even if the child does not attend the Educator's home. Flexi days/ Rostered Days Off will be counted as absences. Parents may provide a letter to the Coordination Unit, which verifies that hours of employment can vary. This can possibly be used to support any additional absence days.

### **EDUCATOR HOLIDAYS/ILLNESS**

Two (2) weeks notice will be given to you prior to your Educator taking holidays. No fees are payable during Educator holidays or at other times when your Educator is

unavailable to provide care (such as illness). Please contact the Coordination Unit to arrange alternate care during Educator holidays or if your Educator is ill.

Please discuss fees, charges and conditions with individual Educators before accepting a relief or alternate care placement as they may differ from your usual fees.

## **PAYMENT OF FEES**

***Full Cost of Care minus Child Care Subsidy = Payment by Parent.***

## **FEES AND CHILD CARE SUBSIDY**

Once complete, Educators submit weekly attendance records to the Coordination Unit which show fees calculated on the contracted hours plus the Administration Levy and any other add-on fees such as travel. These attendance records are submitted to the Child Care Subsidy System for calculation of Child Care Subsidy, if applicable. Once calculated, these amounts are deducted from the cost of care.

Fees owing are paid by you directly to your Educator. *You should discuss payment arrangements with your Educator.*

Please note that it is the Educator's right to refuse care to a family whose fees are in arrears by more than five (5) calendar days. No further placement will be offered to the family within Dubbo Family Day Care until outstanding fees are paid. The Educator may fill the vacancy with another child in the scheme.

**As Educators are self-employed, they may determine their own terms of payment, and Parents must adhere to these terms.** *Please note that under Family Assistance Law, Child Care Subsidy cannot be claimed for absences if your child does not start on the agreed date. Similarly, Child Care Subsidy cannot be claimed if your child is absent because you stop using your booked place before the required termination notice period has ended. In both these instances, you are required to pay the full costs of care.*

## **RECEIPTS/CHILD CARE USAGE STATEMENTS**



Receipts for fees are issued when fees are paid. Please keep these for your reference. Fortnightly Statements of Entitlement will also be issued from the Coordination Unit.

At any time parents can use their myGov accounts to view child care details and payments of the online services section to check details of child care usage, absences and Child Care Subsidy amounts.

## **ATTENDANCE RECORDS**

All child care services must maintain records of attendance for each child for whom care is provided. Accurate records of attendance are required to confirm that a child for whom Child Care Subsidy is paid actually attended the service or home where the

care was provided for the hours of care stated, or was absent from care that would have otherwise been provided on that day.

Records of attendance also need to be maintained to satisfy insurance, public liability and workers' compensation obligations, as well as protecting services against possible future legal actions by parents.

Parents (including guardians or authorised persons) are required to record the arrival and departure times of their child or children attending care ie **actual time of arrival** and the **actual time of departure** each day. These entries are to be initialled by the parent at the time of making the record. Parents must also ensure they initial all absences. These details are reported to the Child Care Subsidy System.

Parents are also required to sign the weekly attendance record. This ensures parents share responsibility for the record of the hours the service reports as child care usage and creates transparency. This is particularly important where Educators are required to sign children in or out (for example when taking children to or collecting children from school).

## **ABSENCES**

Please call your Educator to inform that your child will not be attending care, whether due to illness, holidays or other reason. If possible, please provide a medical certificate when returning to care after an illness. Please call your Educator if you are going to be late dropping off or collecting your child.

**Each child in care is eligible for Child Care Subsidy for the first 42 days absences from care across all approved child care services during each financial year.**

These absences can be taken for any reason and do not require supporting documentation for Child Care Subsidy purposes, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the family was charged for the care.

Please note that if you have a child in both Family Day Care and centre-based care or outside school hours care, you will need to monitor absences to ensure that the 42 day limit is not exceeded.

Once all the 42 absence days have been used, Child Care Subsidy can only be claimed for absences where documentation can be provided eg medical certificate, shared care arrangements, RDO, etc.

**On any occasion when the child is booked into care, and does not attend, the absence must be recorded on the attendance record and initialled by the parent.**

*Please note that under Family Assistance Law, Child Care Subsidy cannot be claimed for absences if your child does not start on the agreed date. Similarly, Child Care Subsidy cannot be claimed if your child is absent because you stop using your contracted place including before the required termination notice period has ended. In both these instances, you are required to pay the full costs of care.*

*Further information is also available from the Human Services (Centrelink) Office  
**136 150 (free call – 8 am to 8 pm)***

At any time parents can use their myGov accounts to view child care details and payments on the online services section to check details of child care usage, absences and Child Care Subsidy amounts.

## **LEAVING CARE**

Written notice of leaving Dubbo Family Day Care must be given two (2) weeks in advance to the Educator and Coordination Unit or two (2) weeks fees will be payable in lieu of notice. A Termination of Care form is to be completed and may be obtained from your Educator or the Coordination Unit.

*Please note that under Family Assistance Law, Child Care Subsidy cannot be claimed if your child is absent because you stop using your booked place before the required termination notice period has ended. In this instance, you are required to pay the full costs of care.*

For whatever reason you terminate care, your child should be given the opportunity to say “goodbye” to the Educator and the other children. The Educator and the other children in care also need to be given the chance to say “goodbye” to your child.

