

Name of your Centre: Pines Learning
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Distributed to: All Clients and Staff
Initialed by: Dianne Lacaze – President, COM



PINES LEARNING CHILDCARE CENTRE POLICY **ON ENROLMENTS AND FEES**

Childcare Provision

- Children will be granted places in Pines Learning Childcare Centre on the basis of availability and age of the child.
- Our aim is to accommodate Pines Learning Clients so they may attend classes run by the centre. We will also accommodate Occasional Care Clients who participate in the 'Take a break' scheme.
- We are open Monday to Friday during school terms from 9.00 am to 4.00 pm, and offer 2, 3, 4 or 5 hour sessions as per our current enrolment form/brochure to Occasional Care users and from 1 to 5 hours for Pines Learning clients.
- We offer up to 30 places from 9.00 am to 1.00 pm and 15 places from 1.00 pm to 4.00 pm.
- Our Childcare Centre will operate for four terms each year following the State Government School Terms.
- All fees are to be paid in advance and are non-refundable.

Procedures

Priority for Pines Learning clients

- In the morning sessions, Pines Learning Childcare Centre aims to offer twenty four (24) places to Occasional care users and six (6) to Pines Learning clients at the discretion of the Centre Manager and Childcare Manager. If these six places are not needed for Pines Learning clients after two weeks from the beginning of each term they will be offered to Occasional Care users for the remainder of the term only.
- In the afternoon sessions, Pines Learning Childcare Centre aims to offer twelve (12) places to Occasional Care users and three (3) places to Pines Learning clients. If these places are not filled after two weeks from the commencement of term they are to be offered to Occasional Care users as before.
- To secure this place fees must be paid in advance or the position may be offered to someone from the waiting list. If a family is having difficulty making these payments they are invited to speak to the Childcare Manager.

Maximum Hours of Attendance

- In accordance with State Government Regulations children are allowed to attend our centre no more than **five** hours per day and **fifteen** hours per week.

- An enrolment form must be completed before a child commences at the centre and it must be updated regularly to keep staff informed of any changes.
- A child will only be allowed to leave the centre with persons nominated on their enrolment form.

Fees and Refunds

- **Fees must be paid in advance at the beginning of each term and are non-refundable. Payments can be made in full, fortnightly or monthly. To arrange payment method please see reception on the first day of attendance. Please speak to Childcare Manager if you are experiencing financial hardship.**
- **If a child is away for any reason he/she may be able to attend another session to make up the lost session. Parents must phone the centre and advise staff if their child is going to be away to take advantage of the make up session. Make up sessions will be offered on availability and it is up to the parents/guardians to notify the Childcare Manager if a make up session is required. If a scheduled make up session is missed it will be forfeited.**
- If you have planned a holiday you must notify the centre prior to the holiday and pay a 50% holding fee to keep their child's place if you do not wish to make the sessions up. The make up session/s should be taken within the term the session is missed.
- Any queries regarding the matter of fees must be put in writing to the Board of Management for discussion.
- If parents are more than ten minutes late collecting their child at the end of any session the centre may charge a 'Late Collection Fee'. This fee will be the cost of a three hour session.