

ADMINISTRATION – LATE/EARLY FEE

POLICY

Parents and Educators should discuss the family's booking requirement at commencement of the placement; hours booked should be recorded on the Booking Form, and are the basis for hours charged by the Educator.

If a parent wishes to arrange an early drop off or late pick up this should be discussed in advance. If this arrangement suits the Educator they will charge for any extra time that the child was in care, ie total of booked hours plus additional care time.

If a parent is early dropping off or late picking up a child, and has made no arrangement with the Educator, the Educator may charge for additional care time at a flat rate fee per 15 minute period or part thereof. This fee replaces the normal hourly rate, and does not attract Child Care Benefit and Child Care Rebate.

PROCEDURE

1. Educators and families should ensure that they have an up to date booking agreement. This may be reviewed at any time by parents and Educator.
2. If a parent needs to have extended care on a one-off basis, this should be negotiated with the Educator in advance; the extra time would then be charged at the appropriate rate.
3. If a parent is delayed in dropping off or picking up a child, they should make every effort to contact the Educator with expected time of arrival. They should if possible arrange for an alternate authorised person to collect their child at or prior to the normal time. Where contact has been made and the delay is unavoidable, the Educator would not normally charge a late/early fee, but would charge at the normal hourly rate for any extra time.
4. If a family gives no notice of early arrival or late pick up, the Educator may apply the late/early fee at a flat rate per 15 minute block. A late/early fee may also apply if families are consistently early or late, where no prior agreement has been made with the Educator even if the family contacts the Educator before the scheduled time.
5. The Educator may apply the late/early fee to a family even if she is still caring for other children before or past the late family's booked time.
6. The late/early fee replaces the normal hourly fee, but does not attract CCB/CCR; parents will be charged the full rate for this time.
7. The late/early fee is applied at the Educator's discretion – it may be waived in circumstances where a parent was unable to contact the Educator, especially if the situation is an emergency, or in some way unavoidable.