

Early Childhood & Education Care Services
Home Based Care Service

Fee Information



Windermere[®]

www.windermere.org.au

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General

- Educators are self-employed and work as contractors to provide education and care on behalf of Windermere Home Based Services.
- Parents/Guardians must read, understand and be prepared to pay the fees outlined upon enrolment and as listed on the payment advice.
- An administration levy is charged to assist Windermere Home Based Service with the running of the service.

of each child. We will also require the date of birth for the parent/guardian and the children. Without this information CCB cannot be paid.

Child Care Rebate

Parents/Guardians that meet the Centrelink work study test may be eligible for Child Care Rebate (CCR). The CCR entitlement covers 50% of out of pocket child care expenses for approved child care up to the maximum legislated amount per year per child in approved care.

of Centrelink to advise the service of a family's eligibility for JETCCFA.

In order for JETCCFA payments to be paid, the family must provide the service with an eligibility letter, the service must then submit an attendance record to the Department of Human Services (Centrelink) providing information such as hours of JETCCFA care, fees charged for JETCCFA and sessions of care provided. Fee reductions for JETCCFA will then be paid along with CCB.

Fees

Cardinia

Standard fees range from \$7.85 per hour to \$11.30 per hour, depending on the educator providing care.

Bayside

Standard fees range from \$12.40 per hour to \$16.50 per hour, depending on the educator providing care.

Knox

Standard fees range from \$8.20 per hour to \$11.40 per hour, depending on the educator providing care

In Home Care

Standard fees range from \$17.10 per hour to \$26.00 per hour, depending on the educator providing care

Additional charges may apply for non-standard and public holiday care, meals and travel.

Further information about fees will be provided prior to enrolment.

Child Care Benefit

Child Care Benefit (CCB) is a payment made by the commonwealth government to families, to assist with the cost of child care. Parents/Guardians are encouraged to contact Centrelink, who will assess your entitlement and assess the number of hours you are entitled to.

To enable us to receive CCB on the parents/guardians behalf the family need to provide our service with your Family CRN (Customer Reference Number) and the CRN

Parents/guardians you have the option to receive your CCR paid directly to the service each fortnight or directly to yourself on a quarterly or annual basis.

For more information on eligibility go to: www.humanservices.gov.au or phone: 13 61 50.

Jet Payments

A family seeking JET (Jobs, Education and Training) payments will still need to apply to Jobs, Education and Training Child Care Fee Assistance (JETCCFA) through the Department of Human Services (Centerlink) however, it will no longer be the responsibility

Nominated Hours

Parents/Guardians you may nominate how you would like CCB eligible hours to be split between two or more services during a CCB week. To nominate hours you can complete a Nomination of Eligible Hours form available from the office, which must be completed for both services being used and given to the manager at each service.

Please Note: CCB will not be paid to two services for the same hours of care. For example a family cannot claim an absence with one service and have their child in care in another service.

SCHOOL CHILD CCB is calculated on 85% of the approved fee.

NON SCHOOL CHILD CCB is calculated on 100% of the approved fee

Booked Hours

- *Standard hours of care are defined as the hours between 8am and 6pm, Monday to Friday. Non-standard hours of care are all the hours outside of these times.*
- *A week's notice must be given to alter the booked hours by either party.*
- *Additional hours can be negotiated between the educator and the parent.*
- *Parents/Guardians will meet the full cost of care if approved hours are exceeded.*
- *100% of the normal fee will be charged for all booked care when a child does is absent (due to illness or holidays). Refer to allowable absences for more information.*
- *One weeks notice must be given to cease care. To receive CCB each child must attend care on their last care day as care cannot finish on an allowable absence.*
- *If an educator is not notified in advance of a late arrival, she/he*

will only wait 20 minutes after the booked time. After this it is expected that she/he will continue with their normal daily routine. (Please note if a child is then absent it is counted as an allowable absence.)

- *All care is for a minimum of five hours per day for preschool children and two hours per session for school aged children (It cannot be guaranteed that an educator will be available to provide care for minimal hours).*
- *Care is booked in 15 minute blocks.*
- *School aged children are booked on a school term basis. If care is required during holidays an additional booking form is required and holding fees for cancellations will be charged.*
- *Parents/guardians are required to drop off and pick up children at the agreed times.*

Kindergarten Attendance

Parents/guardians are required to pay the service for the booked hours whilst the child is at kindergarten when any of the following points are applicable:

- *The educator is available for the child should they be contacted whilst the child is at kindergarten.*
- *The child would be the educator's responsibility, except for the attendance at kindergarten i.e. during holiday periods.*

Travel cost is not charged if an educator receives payment whilst the child is at kindergarten.

School Aged Children

A school child for CCB purposes includes children who attend school and/or who are on a break (for example; school holidays) and will be returning to school after that. Centrelink deems a child to be a school child from their sixth birthday.

A non school child is a child who has not yet attended school.

Families are required to notify Centrelink when their child starts school.

School Holiday Care For School Aged Children

- *Each school holidays school aged children will need a new booking form.*
- *If booked school holiday care (as stated on the booking form relevant for the school holidays in question) is cancelled without one weeks notice; holding fees will be charged.*

Public Holidays

- *Educators are not required to work on public holidays. Fees are charged on these days if the child would normally have been in care with the educator on that day if it wasn't a public holiday.*
- *Care can be provided on a public holiday to families who are working on that day or due to exceptional circumstances. When care is provided on a public holiday the fee will be charged at the public holiday rate.*

Your CRN for you and your children can be obtained from Centrelink

Ph: 13 61 50 or visit the website: www.mychild.gov.au

(Your CRN is a different CRN than each of your children)

Our In Home Care Service Provider Number: 407 122 791C

Our Family Day Care Service Provider Number: 407 122 796H

Casual Care

- *Casual care does not follow a regular pattern and fees are charged for the actual hours booked for the day.*
- *Cancellation of a casual care arrangement must be made 24 hours prior to the commencement of care or fees will be charged for the entire hours booked.*
- *Parents/guardians are advised that casual care places can be hard to obtain. Educators are busy people and often will not have a space to meet this request. Educators are not obliged to hold a space for a casual booking.*

If you use any other approved child care service in this financial year you are required to inform Windermere Home Based Service to receive the multiple childcare percentage rate.

Parents/guardians are encouraged to include ALL children on their Child Care Benefit form.

For an estimate of out of pocket expenses parents/guardians can visit www.mychild.gov.au website. Click on the link to Child Care Estimator and key in your details.

24 Hour Care

24 hour care is for exceptional circumstances only. Parents/Guardians requiring a 24-hour period of care for their child/children are asked to put their request in writing along with a medical certificate or statutory declaration outlining the reason care is required for approval by the Home Based Service. Please put some care and consideration into this letter, as it has to be made available

for audit requirements. Educators are not able to provide this type of care without prior approval being received. The Government allows only 14 x 24 hour periods for the 12-month period to be covered by CCB.

Educators Availability For Care

Educators are entitled to holidays and may sometimes be unavailable to provide the care required. However, it is expected that educators will give adequate notice and be mindful of the parent's/guardian's commitments.

No fee applies if the educator notifies you they are not available to provide care.

Please contact the Family Engagement and Participation Officer to arrange a relief educator (not all requests for relief care will be able to be met).

It is strongly recommended that all families have an alternative fall back arrangement to cover such situations.

Annual Leave

If you take a family holiday, a holding fee of 100% must be paid to the Home Based Service for all normal booked days. Payment of holding fees ensures your child's place is reserved. These will be listed as allowable absences.

CCB is paid for allowable absences up to 42 days per financial year.

Allowable Absences

Under the family assistance law each parent/child is eligible to

receive CCB for an initial 42 days of absences per financial year, which can be used for any reason and without proof of circumstances (includes public holidays). Once the initial 42 absence days have been used additional absences may be claimed under certain circumstances.

Additional Absence

Only absences which meet the additional absence criteria will attract CCB.

Additional absence reasons are:

- *An illness (with a medical certificate)*
- *An outbreak of infectious disease when the child is not immunised*
- *Any other absences due to sickness of the child, a parent or sibling supported by medical certificates*
- *A parent/guardian being on a rotating shift or rostered day off*
- *A temporary closure of a school or a pupil free day*
- *Shared custody arrangements due to a court order, consent order or parenting order*
- *A period of local emergency*
- *Exceptional circumstances*

Absence days cannot be claimed where there was no arrangement to provide care, before a child has commenced care or after a child has left care.

Care cannot finish on an allowable absence. Each child must be in care on their last care day to be eligible for CCB.

Meals

Parents/guardians may provide meals themselves or come to an arrangement with the educator to provide meals and snacks for an agreed fee. Special dietary requirements are to be provided by the parent/guardian, as are prepared bottles for infants.

The educator must be given suitable notice if they are required to provide meals and snacks for a child. If insufficient food or no food is supplied a meal charge will apply.

Car Travel

When an educator is requested to transport a child to either preschool, school, etc. travel costs are charged. If an educator agrees to transport children to and from their home, parents/guardians must check and agree to pay the negotiated fee - taking into consideration the time and distance traveled.

Payments

Payments for Home Based Services are made directly to Windermere through the Hub Debit system of HubWorks! (the software package used to administer the program). All families are required to pay for their care through the Hub Debit system, via a bank account or credit card.

In Home Care Educators Only:

Educators are to issue receipts on behalf of Windermere for all monies paid. Parents/guardians should keep these receipts for their own records.

Educators collect fees on behalf of Windermere. Parents/guardians are required to pay their percentage of child care fees direct (and promptly) to their educator on the agreed nominated day. Parents and educators are encouraged to discuss payment practices prior to the commencement of care.

Outstanding Fees

If fees are overdue by more than two weeks, care will be denied and the place will no longer be available. If non-payment is caused because of financial hardship please speak to the service team leader, as additional assistance may be available for a short period. Parents/guardians with outstanding bills will not be referred to other educators.

Termination Of Agreement

Educators must (where possible) provide at least two weeks' notice of termination of agreement to the coordination unit and families.

Parent/guardian's are required to give one weeks' (seven days) notice to educators when terminating care arrangements, if not a holding fee is required to be paid.

Time Sheets / Attendance Records

Parents/guardians are reminded that the timesheets/attendance records are legal documents.

Liquid paper or corrector must not be used on timesheets for any reason.

All details regarding hours of care, meals and travel are recorded on a fortnightly timesheet. Parents/guardians must accurately complete the daily attendance section on your child's timesheet on arrival and departure from the educator's home. You must also sign in/out attendance record as soon as care for that week is completed.

This is a contractual requirement of your child's participation in the home based education and care program. Please note that all absences from care must be recorded on the attendance record and initialed by the parent/guardian.

Suspected fraud or misappropriation of attendance records/timesheets by either educator and/or families will lead to immediate termination of care arrangements and will be referred to the relevant statutory authority.