

CITY OF GREATER GEELONG SCHOOL HOLIDAY PROGRAM ENROLMENT & FEE POLICY

Policy Statement

The City of Greater Geelong School Holiday Program requires all relevant information for every child in care in order to protect children from hazard or harm as determined by the Children's Services Regulations.

PROCEDURE

All enrolments are to be forwarded directly to School Holiday Program administration staff.

Once received, fees are calculated, CCB is estimated, statements sent to families and fees can be paid directly to Customer Service Centres. Cash / cheques cannot be paid to program staff at centres.

Bookings may be altered/cancelled up until the cancellation date as stipulated on the program guide (usually 7 - 10 days prior to the program commencing) without incurring a fee. After this date any changes to bookings or cancellations will be charged at the regular daily fee less CCB unless a family from the waiting list can fill the position.

All bookings will close at 12pm 7 days before the program begins.

All Inclusion Support bookings will close at 5pm on the Friday THREE WEEKS before the program begins to ensure all relevant information has been received and discussed prior to commencement.

PLEASE NOTE: Booking closing "days" may differ for the summer program due to Christmas/New Year public holidays.

The Program Team Leader and Administration staff are responsible for:

- processing all enrolments and invoices in a timely matter to confirm bookings as soon as possible.
- confirmation of bookings by telephone and through an altered invoice for families who make late changes to bookings
- offering options such as payment plans, Centrepay (fee payments deducted from Centrelink payments) for families with financial hardship. These plans should be set up at the time of making the booking. All payment plans must be agreed to in writing.

On request a statement can be issued to parents.

Parents / Families are responsible for:

- full, true and accurate completion of all application, enrolment and health records
- forwarding all forms to School Holiday Program administration staff.

Note: Enrolments will be returned to families if they are not fully completed

- checking booked hours recorded on invoice and alerting School Holiday Program administration staff if incorrect.
- Payment of fees by the due date, prior to the commencement of the program. Children cannot attend if fees are not paid.
- payment of all booked days even if the child is absent, unless the day is cancelled prior to the cancellation date as per program guide. Fees will **not** be waived for the following:
 - if the child/parent is unwell (meaning either respective party is now available at home)
 - if the family has found alternate care
 - if parent / guardian rosters / leave arrangements change
- Exceptions may be made in the following instances after consultation with the Program Team Leader:
 - Financial hardship due to loss of employment (This does not mean loss of a shift on a given day but of total employment)
 - Unscheduled medical procedures / hospitalisation
 - Unforeseen family issues ie. death of a family member.

A statutory declaration/ doctors certificate is required to support the above exceptions.

Relevant Policies:

[Financial Management Policy](#)

[Handling of Fee Income Policy](#)

[Receipting Policy](#)

Date of last review: August 2011

To be reviewed: March 2012