

SHARP

Procedure for Enrolment and the Payment of Fees

1. A programme specific enrolment form (see Appendix 1a-c) must be completed and signed by the parent/ caregiver of each child, prior to the commencement of care. An internet enrolment is not sufficient. Enrolment forms and the information contained in them will be kept in a locked office and on computerised databases with restricted access available to the Manager, Coordinators and the Programme Supervisors (when necessary) only.
2. Enrolments will only be confirmed once a completed enrolment form and full fees have been received by the Coordinator. If a WINZ subsidy is applied for the front page must be date stamped by WINZ and returned to the Coordinator.
3. Fees for After-School Programmes must be paid at least one week in advance of care. This payment needs to be sighted as paid before the child attends. **Regular** electronic payments such as automatic payments or internet/ phone banking are preferred. Invoice and statements will be made at least once a term.
4. Fees paid for the Holiday Programmes need to be paid in full. If the parent is applying for WINZ, a deposit of \$10 per programme needs to be paid. If this is not possible an individual contract must be negotiated. A receipt will be issued at the time of payment.
5. Refunds Holiday Programme fees will be given only if at least 1 weeks (five week days) notice prior to the first day of care has been given.
6. All fees are recorded in a computerised fees database which has restricted access.
7. Parents/ Caregivers with outstanding accounts will receive two notifications of the amount outstanding and a warning that the account will be referred to debt collection. (Bay Corp)
8. Significant debts that are outstanding for two months or more will be referred to an independent debt collection agency. Costs incurred in debt collection are the responsibility of the Parents/ Caregivers concerned.
9. Parents/ Caregivers with outstanding accounts will not be able to enrol or re-enrol children until the account has been settled or an alternative arrangement has been made for paying off the debt.
10. Re-enrolment is necessary in November for the next year for After-school Programmes and every holiday for Holiday Programme.
11. Parents/ Caregivers are responsible for notifying SHARP of any changes in circumstance or contact/medical details.