

Fee Schedules

Fee Schedules determine the attendance fees calculated for families. You can create fee schedules based on per session or per hour.

This tip sheet will walk you through:

- [Creating Fee Schedules](#)
- [Updating Fee Schedules](#)
- [Troubleshooting](#)

Summary

Creating Fee Schedules

1. Click the Childcare menu
2. Select Fee Schedules
3. Click Create Fee Schedule
4. Enter the:
 - a. Effective date (Monday date)
 - b. Name
 - c. Tier based on (Hour or session)
5. If based on [Session](#):
 - a. Click on Add tier and enter the name of the different types of fees you want to charge
 - b. Click Save as draft and continue
 - c. Enter your fees
 - d. Click Save and approve
6. If based on [Hours](#):
 - a. Click Save as draft and continue
 - b. Click on Add tier
 - c. Enter your fees
 - d. Click Save and approve

Set Future Rates

1. Click on Child Care and then Fee Schedules
2. Click Edit on the Fee Schedule and select Set Future Rates
3. Select the Effective Date
4. Update the Fee's as required
5. Click Finish and Save

Correct Mistakes

1. Click on Child Care and then Fee Schedules
2. Click Edit on the Fee Schedule and select Correct Mistake
3. Update the Incorrect Fee's as required
4. Click Finish and Save

End Date Fee Schedule

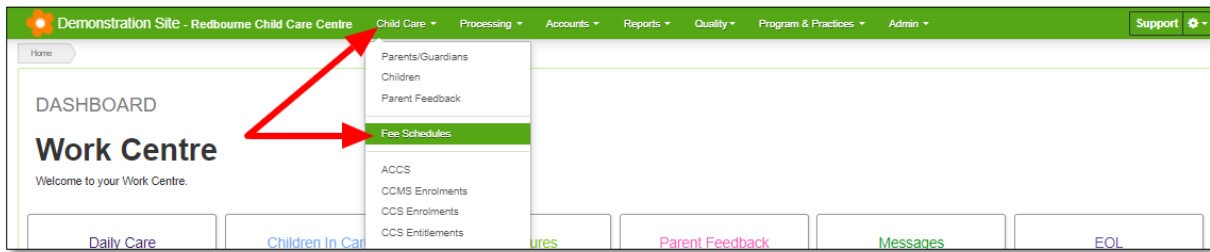
1. Click on Child Care and then Fee Schedules
2. Click Edit on the Fee Schedule
3. Enter the End Date (must be a Sunday)
4. Click end date to save

Fee Schedules

Detailed

Creating Fee Schedules

Click Child Care and select Fee Schedule



The following window will appear:

FEE SCHEDULES

Search Keyword...

Current Search Options:

Fee Name	Approval	Version	Status	Creation Date	Effective From	End Date	
12 hours- 6:30 to 6:30	Rooms	Current	Approved	30/04/2021	17/05/2021	Does not end	<input type="button" value="Edit"/>
6 Hours	Rooms	Current	Approved	14/09/2020	14/09/2020	Does not end	<input type="button" value="Edit"/>
Alternate Fee	Rooms	Current	Approved	25/05/2018	4/06/2018	Does not end	<input type="button" value="Edit"/>

Click Create Fee Schedule and the following window will appear:

NEW FEE SCHEDULE

Before you create a new fee schedule...
Do you need to create a completely new fee schedule? If you already have an existing fee scheme, you can update it instead if it makes sense to do so.

Effective Date Name Tier Based on

The following details will need to be entered:

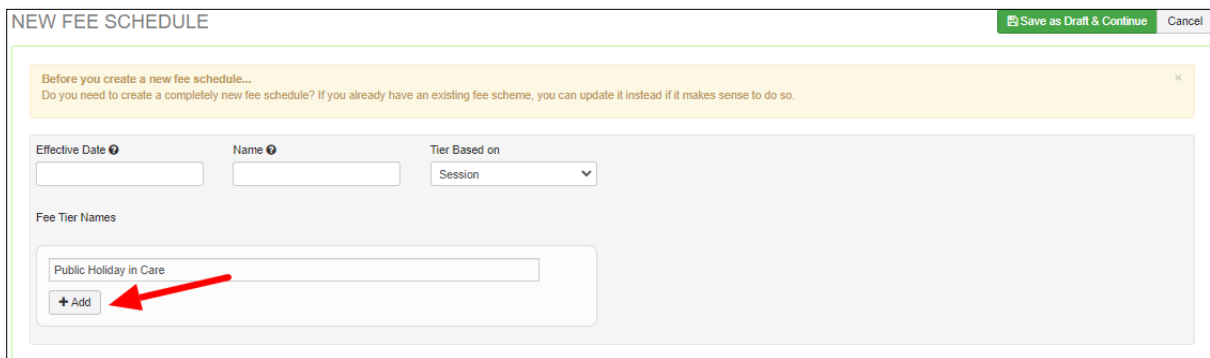
- **Effective Date:** this date should be the Monday of the first week the fee schedule will come into use.
- **Name:** this is the name of the fee schedule. This will help you identify which fee schedule is being applied to a booking or timesheet.
- **Tier Based On:** select to calculate the fees per HOUR or per SESSION.
If **Hours** is selected, the hourly fee will be multiplied by the number of hours in care.
If **Session** is selected, a fixed rate will be applied to each session of care.

Tier Based on Session

If you have selected the Session Option, you will then have the opportunity to add *Fee Tier Names*. This allows you to allocate different fees within the fee schedule to a particular session. They may also be used to charge differently for different care types or discounted rates.

As a default, a *Public Holiday in Care* fee tier will display. This is to be used if you charge a different rate for any Public Holiday sessions in which children have attended care (if applicable).

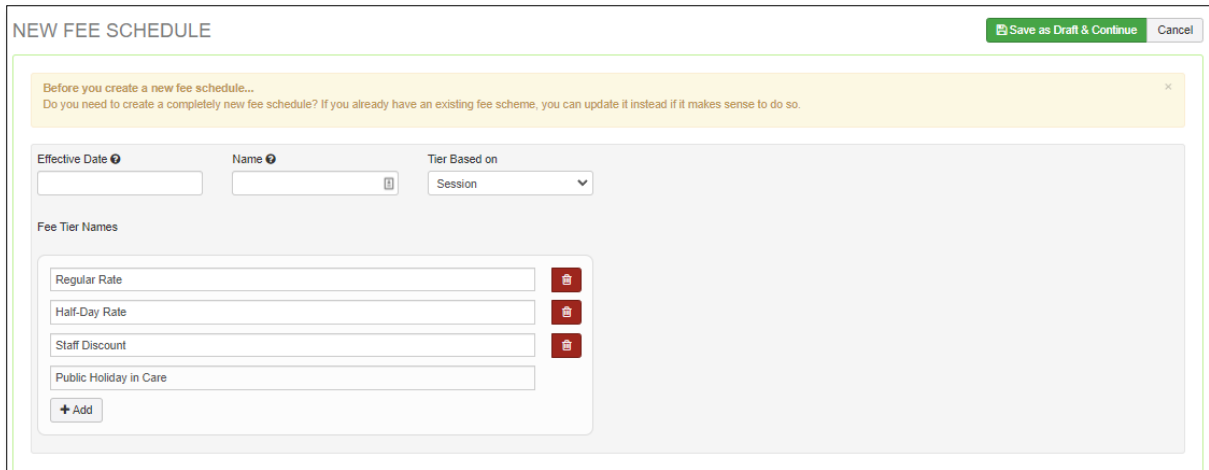
To add additional fee tier names, click the **+Add** button:



This will introduce a text box which may be used for adding additional headings. You may add as little as one (if one rate is charged across the board) or as many as required.

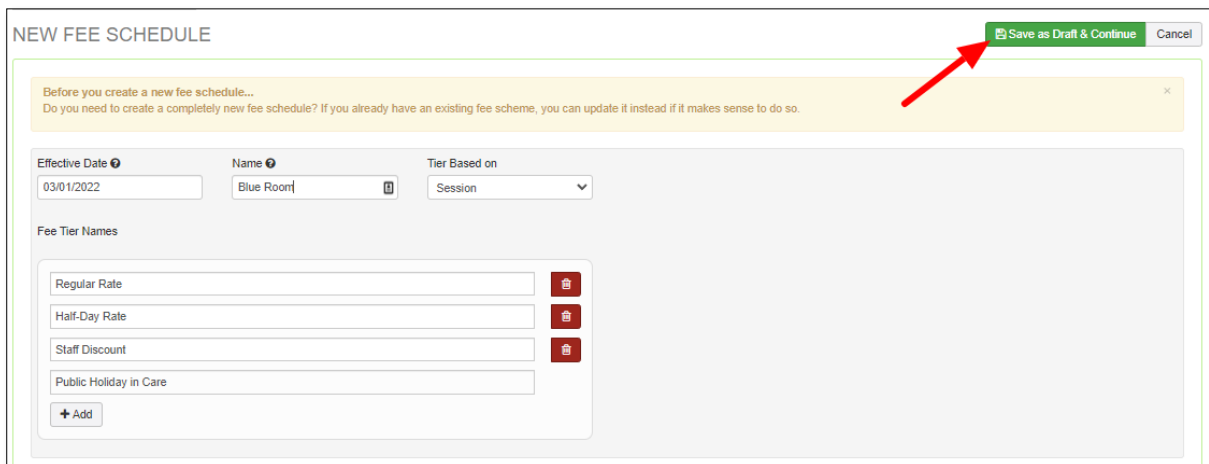
The  button may be used to remove a fee tier name.

The default fee tier will be the fee tier name at the top, so please ensure that this is your most used fee tier:

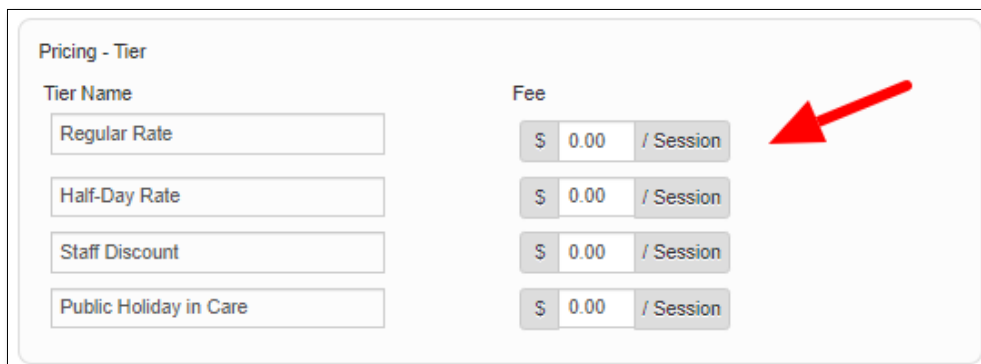


It is important to ensure that you have named your fee tiers correctly prior to saving as they will then be locked.

Once you are ready to save the fee schedule and add fees, you will need to click **Save as Draft & Continue** button



You will now be able to enter fees for each fee tier:



Tier Name	Fee
Regular Rate	\$ 0.00 / Session
Half-Day Rate	\$ 0.00 / Session
Staff Discount	\$ 0.00 / Session
Public Holiday in Care	\$ 0.00 / Session

Once you have entered all fees, click the **Save and Approve** button:

FEE SCHEDULE Save & Approve Cancel

Effective Date: 03/01/2022 Name: Blue Room Std. Hour Calculation Method: Daily Tier Based on: Session

Standard Hours

Pricing - Tier		Fee
Tier Name		
Regular Rate		\$ 110.00 / Session
Half-Day Rate		\$ 60.00 / Session
Staff Discount		\$ 95.00 / Session
Public Holiday in Care		\$ 120.00 / Session

The fee schedule will be saved.

Tier Based on Hours

If you have selected the **Hours** option, you may proceed to the button after having entered the **Effective Date**, **Fee Name**, **Tier Based On Hours** then click on **Save as Draft & Continue**:

NEW FEE SCHEDULE Save as Draft & Continue Cancel


Before you create a new fee schedule...
Do you need to create a completely new fee schedule? If you already have an existing fee scheme, you can update it instead if it makes sense to do so.

Effective Date: Name: Tier Based on: Hours

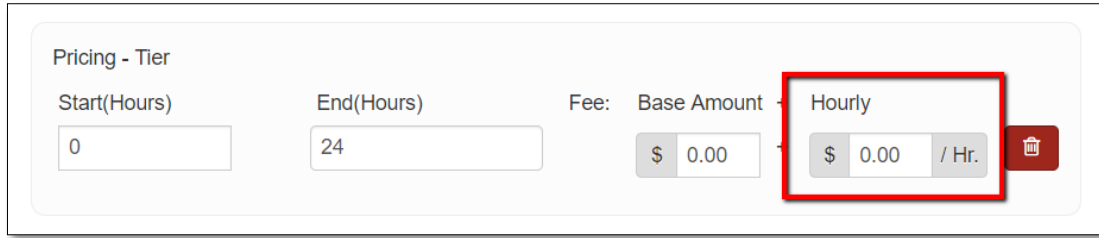
Once saved, you may add fee tiers by clicking the **+Add tier** button. By default, this will give you a tier covering the entire day which you may enter an hourly rate for:

Standard Hours

+ Add another tier

Pricing - Tier		Fee: Base Amount + Hourly
Start(Hours)	End(Hours)	
0	24	\$ 0.00 + \$ 0.00 / Hr. 

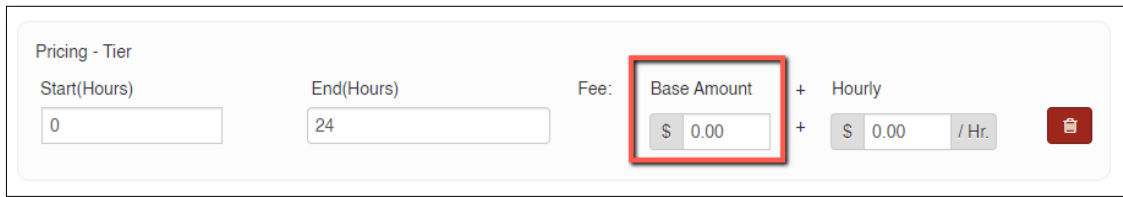
To add an hourly fee, enter the fee per hour into the **Hourly** box:



Pricing - Tier

Start(Hours) End(Hours) Fee: Base Amount Hourly

Base amount: You can utilise this option if you want to charge a set amount, and it doesn't depend on how many hours the child is attending – this option is the same as charging per session.

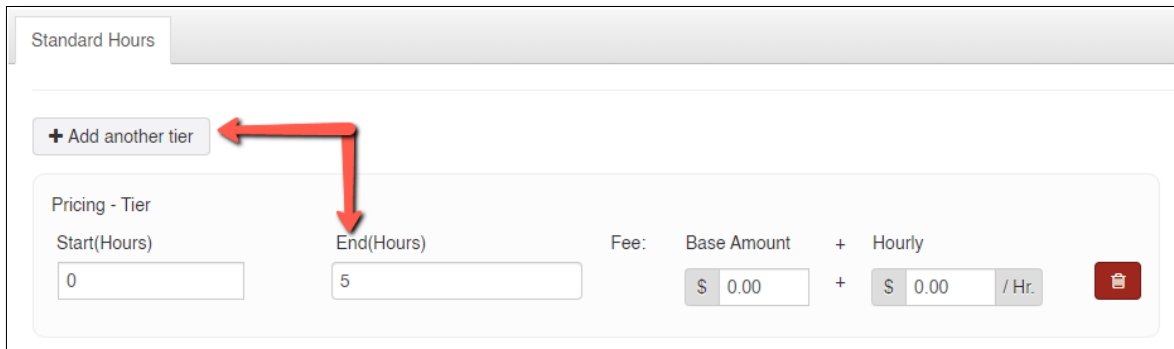


Pricing - Tier

Start(Hours) End(Hours) Fee: Base Amount + Hourly

Alternatively, whether you are using an hourly or base amount you can split the tiers. This can be used for service who would like to charge based on the number of hours the child is attending in a day.

As the max number of End(Hours) you can apply is 24, if you want to utilise this option you will first change the end hours first and then click add another tier.



Standard Hours

[+ Add another tier](#)

Pricing - Tier

Start(Hours) End(Hours) Fee: Base Amount + Hourly

Continue to follow this process as required.

The example below shows for the first 5 hours a child attends they will be charged at \$6 per hour. If the child attends 5 – 10 hours in a day they will be charged \$8 per hour, and finally, if the child attends 10 – 24 hours in a day they will be charged \$8 per hour.

Standard Hours

+ Add another tier

Pricing - Tier

Start(Hours)	End(Hours)	Fee:	Base Amount	+	Hourly	
0	5		\$ 0.00	+	\$ 6.00 / Hr.	
> 5	10		\$ 0.00	+	\$ 8.00 / Hr.	
> 10	24		\$ 0.00	+	\$ 24.00 / Hr.	

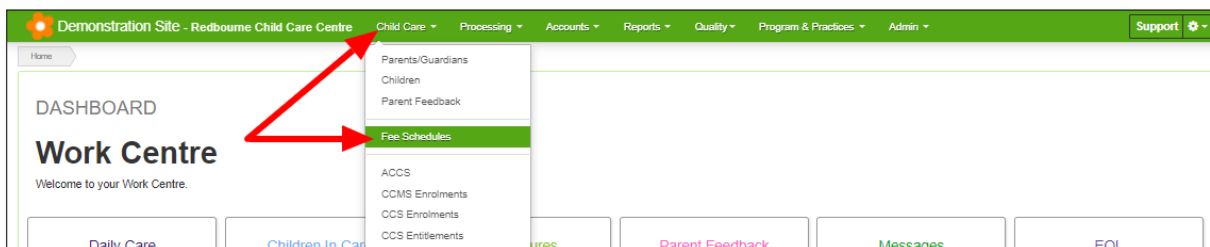
The final tier will need to finish at 24 in order to save successfully.

When you are ready to save the fee schedule, click **save & approve** the button.

Once successfully saved, you will be redirected back to the main Fee Schedules page, where your fee will now display.

Updating Fee Schedules

Click **Child Care** menu and select **Fee Schedules**.



Select the fee schedule and click **Edit**.

FEE SCHEDULES

Search Keyword...

Current Search Options:

Fee Name	Approval	Version	Status	Creation Date	Effective From	End Date	
12 hours- 6:30 to 6:30	Rooms	Current	Approved	30/04/2021	17/05/2021	Does not end	
6 Hours	Rooms	Current	Approved	14/09/2020	14/09/2020	Does not end	
Alternate Fee	Rooms	Current	Approved	25/05/2018	4/06/2018	Does not end	

The following window will appear:

Revise Fee Schedule

Set Future Rates Revise this fee schedule for future use. Changes will not take effect until the new effective date.

Correct Mistake Adjust a value on the current version of the fee schedule. Any changes made to the current version of this fee schedule will impact the existing timesheets.

OR

End Date this fee schedule
Change the end date for this fee schedule so that it will no longer be used once this date has elapsed, or so that you can insert another fee schedule version between this one and the follow version.

End Date **End Date**

Delete Fee Schedule Delete a fee schedule that has not been used on any timesheets that have been submitted.

Close

There are 3 options when updating a fee schedule and this tip sheet will guide you through each process:

1. Set Future Rates – Use this function when changing the fee rates for an upcoming date.
2. Correct Mistake – Use this function ONLY when correcting a mistake with the existing fee on the Fee Schedule.
3. End Date – Only use this option if you will no longer be using the fee schedule.

Set Future Rates

Use this function when changing the fee rates for an upcoming date. This is the option you will select for fee increases. This will prevent you from having to create a new Fee Schedule (and create new bookings associated with the fee).

Click **Set Future Rates**.

Set Future Rates

Revise this fee schedule for future use. Changes will not take effect until the new effective date.

You will be redirected to the Fee Schedule details.

Select the **Effective Date**. This is the date you wish the fee change to come into effect. The existing fees will be replaced by the new fees as of this date.

Finish & Save
Cancel

You are altering this fee schedule for the future.
The changes that you make to this fee schedule will come into effect on the date you specify.

Effective Date	Name	Std. Hour Calculation Method	Tier Based on
<input style="width: 90%;" type="text" value="13/12/2021"/>	Blue Room	Daily	Session

Standard Hours

Pricing - Tier	Fee
Tier Name	
BSC	\$ 15.00 / Session
ASC	\$ 20.00 / Session
Main Fee	\$ 120.00 / Session
1/2 day rate	\$ 70.00 / Session
casual rate	\$ 150.00 / Session
Public Holiday in Care	\$ 170.00 / Session

Update the fees as required. Click **Finish and Save**.

The fee change will come into effect from the Effective Date. All timesheets from the effective date in the status of New will reflect the new fee.

Correct Mistake

Use this function **ONLY** when correcting a mistake with the existing fees in the Fee Schedule.

Correct Mistake

Adjust a value on the current version of the fee schedule. Any changes made to the current version of this fee schedule will impact the existing timesheets.

When you click Correct Mistake, you will be redirected to the Fee Schedule details.

FEE SCHEDULE

You are changing a current fee schedule! All the changes you make will be reflected immediately in the timesheets.

Effective Date	Name	Std. Hour Calculation Method	Tier Based on
<input type="text" value="28/05/2018"/>	<input type="text" value="Blue Room"/>	Daily	Session

Standard Hours

Pricing - Tier

Tier Name	Fee
<input type="text" value="BSC"/>	<input type="text" value="\$ 15.00 / Session"/>
<input type="text" value="ASC"/>	<input type="text" value="\$ 20.00 / Session"/>
<input type="text" value="Main Fee"/>	<input type="text" value="\$ 120.00 / Session"/>
<input type="text" value="1/2 day rate"/>	<input type="text" value="\$ 70.00 / Session"/>
<input type="text" value="casual rate"/>	<input type="text" value="\$ 150.00 / Session"/>
<input type="text" value="Public Holiday in Care"/>	<input type="text" value="\$ 170.00 / Session"/>

Update the incorrect fee and click **Finish and Save**.

All timesheets from the effective date in the status of New will reflect the new fee.

End Date Fee Schedule

Use this function when you wish to close the fee and cease using it.

End Date this fee schedule

Change the end date for this fee schedule so that it will no longer be used once this date has elapsed, or so that you can insert another fee schedule version between this one and the follow version.

End Date

Enter the date you wish to end the fee as of. This date must be a Sunday.

Click **End Date**.

You will no longer be able to use this fee schedule for weeks beginning after the end date.

Fee Schedules

Troubleshooting

Issue: I am setting up a fee schedule based on hours as well as splitting the fees and I'm getting the below error:




FEE SCHEDULE

• There must be exactly 24 Standard hours.

Effective Date 08/02/2021	Name Main	Std. Hour Calculation Method Daily	Tier Based on Hours
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Standard Hours

[+ Add another tier](#)

Pricing - Tier		Fee:	Base Amount	+	Hourly	
Start(Hours) 0	End(Hours) 5		\$ 0.00	+	\$ 6.00 / Hr.	
> 5	10		\$ 50.00	+	\$ 0.00 / Hr.	
> 10	15		\$ 95.00	+	\$ 0.00 / Hr.	

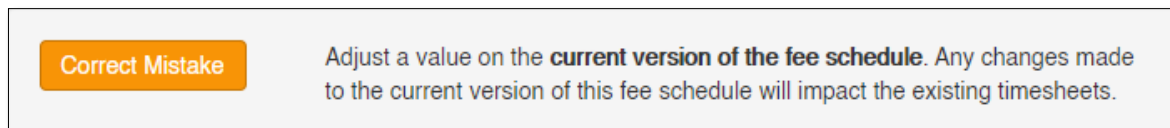
Why? This is due to the Pricing Tier End Hours not finishing at 24.

Resolution: On the last tier you have created change the **End(Hours)** to 24.

Pricing - Tier		Fee:	Base Amount	+	Hourly	
Start(Hours) 0	End(Hours) 5		\$ 0.00	+	\$ 6.00 / Hr.	
> 5	10		\$ 0.00	+	\$ 8.00 / Hr.	
> 10	15		\$ 0.00	+	\$ 10.00 / Hr.	

Issue: I have created a fee schedule with the incorrect start date

Resolution: While in childcare – fee schedules – find the fee schedule and click edit and the following box will open. Select **Correct Mistake**

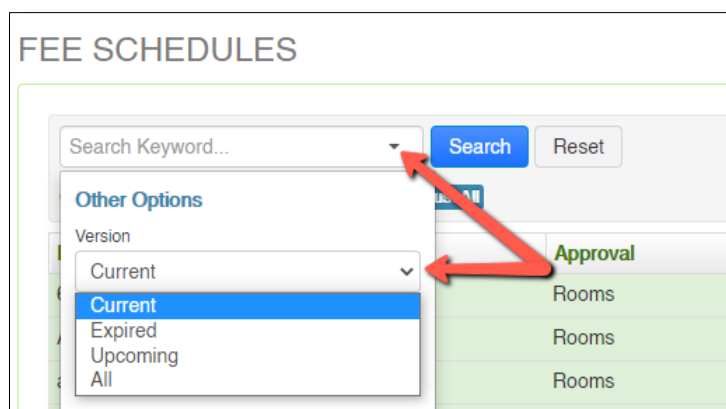


This will open your fee schedule where you can then change the effective date and save.

Issue: I have a created a new fee schedule starting for a future date, but I cannot see it in the list - where has it gone?

Why? As your fee schedule hasn't started yet the status is **upcoming**. When the start date comes into play your fee schedule will automatically change status from upcoming to current.

Resolution: Even though the fee schedule screen only shows current versions by default of your fee schedule you can still search for any upcoming versions. To do this, click on the down arrow in your search keyword menu, then change the version to **Upcoming** and click **Search**.



Issue: I am created a fee schedule but have chosen Hours instead of Session (or visa versa)

Resolution: If you have not used the fee schedule yet on any bookings or session reports you will have an option to delete the fee schedule.

While in childcare – fee schedules – find the fee schedule and click edit and the following box will open. Select **Delete Fee Schedule**.

Delete Fee Schedule

Delete a fee schedule that has not been used on any timesheets that have been submitted.

The fee schedule will be deleted, and you will be able to create a new fee schedule.

If you have used the fee schedule previously you will not be able to delete. In this case you can end date the fee schedule.

To end date a fee schedule, first find the fee schedule and click edit and the following box will open where you will enter an end date and then click End Date.

End Date this fee schedule

Change the end date for this fee schedule so that it will no longer be used once this date has elapsed, or so that you can insert another fee schedule version between this one and the follow version.

End Date

End Date

Now, you can create a new fee schedule with the correct pricing tier.