



Payment of Fees Policy

POLICY STATEMENT

Our Service will set fees in accordance with the annual budget to ensure that the Service meets the income required to develop and maintain a quality service for children and families. We aim to ensure that our service is affordable and accessible to families within our community. The Management Committee will ratify the budget annually, or as necessary, and monitor it carefully throughout the year in conjunction with Centre Management team.

CONSIDERATIONS

Education & Care Services National Regulations	National Quality Standard	Related Service Policies / Documentation	Other
R168, R172 and R173	7.3	1. Enrolment Form (007) 2. Enrolment and Orientation Policy (110) 3. Delivery and Collection of Children Policy (107) 4. Governance and Management Policy (111) 5. Parent Handbook (203)	1. Child Care Management System

PROCEDURE

1. Enrolment Bond

1.1 Before being offered a place at the service, the family will have \$100.00 deducted via Debitsuccess as a security bond.

1.2 The Enrolment Bond secures a child's placement at the service and is refundable at the termination of the child's place, provided that two weeks' notice in writing is

given. The bond may be used to cover and/or settle your final account, it can also be donated back to the Centre.

- 1.3 Where the Nominated Supervisor believes the bond may create hardship or an unreasonable barrier to a family enrolling in the service, he/she may reduce or waive the Enrolment Bond.

2. Annual Membership Fee

- 2.1 The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.
- 2.2 As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.
- 2.3 A membership fee for all families of \$50 is payable on an annual basis at the point of registering and waived for office bearers of the Management Committee

3. Child Care Benefits

- 3.1 Some Australian families are eligible to receive Child Care Subsidy. Families who are eligible for the Federal Government's Child Care Assistance Subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with the Family Assistance Office. <https://www.humanservices.gov.au/>

- 3.1.1 From 2nd July 2018, Australia will have a New Child Care Package, under the new package, the Child Care Subsidy (CCS) will replace the existing Child Care Benefit and Child Care Rebate. CCS will be the main way the Government assists families with their child care fees. Information regarding the New Child Care Package implemented from 2nd July 2018 by the Department of Education can be accessed at <https://www.education.gov.au/new-child-care-package-families-2-july-2018>

4. Bookings and Cancellations

- 4.1 Each family is required to make bookings in advance, for the care sessions required. Bookings will only be accepted once families have completed the service's

Enrolment Form in full and they have set up Debitsuccess, ensuring the Enrolment Bond and membership fee can be deducted.

4.2 Families wishing to cancel their child's place at the service are required to provide two (2) weeks' written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two (2) weeks' child care fees to the service.

4.3 **Cancellations are not permitted for any casual bookings; however, any absences must be notified.**

5. Absences

5.1 Fees are payable for family holidays and sick days (except in the instance where a Medical Certificate has been provided) if those days fall on a day that a child is booked permanently into the service.

5.2 **If a child has been booked in casually and is later indicated as absent fees remain payable for that booking.**

5.3 Exemptions can be made for absences during school commitments i.e. school camp when we are notified in advance and confirmed by the school or when a child is unfit for school and a Medical Certificate is provided.

6. Service Closure

6.1 No fee is charged while the service is closed over the Christmas / New Year period.

7. Payment of Fees Debitsuccess (Direct Debit)

7.1 Fees must be paid once invoiced, within the stated due date.

7.2 A statement of fees charged by the service will be provided to all families (Regulation 168).

7.3 Fees will be paid in arrears via Direct Debit with the options being weekly, fortnightly, 4 weekly or monthly.

7.4 Invoice statements will be issued on a Tuesday with the payment being deducted on the Friday of the same week.

7.5 Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor or Management Committee.

7.6 Failure to pay unpaid fees will result in late fee charges and possible cessation of care.

8. Late Collection Fee

- 8.1 The service operates from (7:00am – 9:00am for Before School Care and 3:10pm – 6:30pm for After School Care). Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee will apply:
- 8.1.1 From 6:30pm – 6:45pm late fee is \$15 per child
 - 8.1.2 From 6:45pm – 7:00pm late fee is \$2 per minute per child
 - 8.1.3 From 7:00pm onward pay 2 staff wages per hour.
- 8.2 The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- 8.3 In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Responsible Person will have discretion to decide if families will be charged the late fee where the families have contacted the centre prior to closing hours.
- 8.4 Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

9. Method of Payment

- 9.1 Direct Debit - from your bank account or credit card to the service's bank account. Details of the service's bank account are included in the Parent Handbook.
- 9.2 Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

10. Confidentiality

- 10.1 All information in relation to fees will be kept in strict confidence. Members of staff, Management or the Management Committee will not discuss individual names and details openly. Information will only be available to the nominated persons required to act, for example, to initiate debt recovery.
- 10.2 Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

11. Increase of Fees

- 11.1 The fees are set by the Management Committee in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase (Regulation 172).

12. Acknowledgement of Responsibility to Pay Fees

- 12.1 Families are required to read and sign page 6, Payment of Fees section disclaimer/informed Consent of the service's Enrolment Form.

ENDORSEMENT BY THE SERVICE

Date Approved by Director: ____ / ____ / ____

Signature of Approval by Director: _____

Date Approved by Management Committee: ____ / ____ / ____

Signature of Committee Representative: _____

Role of Committee Representative: _____

Date for Review: ____ / ____ / ____