

# Fees Policy

## National Quality Standards (NQS)

| Quality Area 7: Leadership and service management |   |
|---|---|
| 7.3.2   | Administrative systems are established and maintained to ensure the effective operation of the service. |

## PURPOSE

For parents to gain a clear understanding of the service fee structure, ensuring children's fees are paid on time.

## SCOPE

This policy applies to children, families, staff, management and visitors of the service.

## IMPLEMENTATION

The fee structure of the service includes:

### Enrolment/booking Fee

- An non-refundable enrolment fee of \$50 is charged in order to get your name on the waiting list and/or enrol your child at the Centre. This fee must be paid prior to commencement at the service.

### General Fees

- Fees are charged on a daily basis and vary depending on the families Child Care Rebate (CCR) and Child Care Benefit (CCB) entitlements.
- Fees must be kept in 2 weeks in advance of a child's attendance at all times
- Fees are to be paid **weekly through the direct debit system**
- Fees are payable in advance for every day that a child is enrolled at the service. This includes public holidays, sick days and family holidays but excludes periods when the service is closed over Christmas
- Fees are charged at full days only (no matter what the attendance hours are)
- Child Care Benefit (CCB) and Child Care Rebate (CCR) is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office.
- Child Care Benefits can be received as:
  - A reduction of fees through the service.
  - A lump sum payment to families at the end of the financial year that the Service is used in.

### Payment of fees

- Fees are set up using the EZIDEBIT direct debit system
- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.
- A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

### Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the nominated supervisor

### Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter will be issued after a week. A child's position will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the service will initiate its debt collection procedure.

### Late Fees

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$10 for the first 5 mins and then \$1 a minute thereafter per child will be charged. This money needs to be paid in cash directly to the educators on shift at the time.
- A review of the child's enrolment will occur where families are consistently late.

### Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families

### Termination of Enrolment

- Parents are to provide two weeks written notice of their intention to withdraw a child from the centre.
- If termination from the centre is required without notification, families can lose their Child Care Benefit (CCB) and Child Care Rebate (CCR) resulting in the payment of full fees to be charged.
- Once notice has been given your child must attend their booked days for this notice period or Family Assistance benefits will not be paid under the cessation of care code. This is a Family Assistance directive and not a Centre policy.

### Responsibility of Management

- The Nominated Supervisor is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see the Nominated Supervisor.

### Source

- The Business of Child Care, Karen Kearns
- National Quality Standards
- **Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.**
- **Family Assistance Legislation Amendment (Child Care) Act 2009**

### Review

This policy will be reviewed every 2 years and will be conducted by Management, Employees, Families and Interested Parties.

| Last Reviewed | Next Review Date |
|---------------|------------------|
| 19.07.16      | 19.07.18         |