

Fees Policy

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QA7	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
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Aim

For parents to pay their childcare fees on time.

Related Policies

Orientation for Children Policy
Privacy and Confidentiality Policy

Who is affected by this policy?

Parents
Management

Implementation

The following outlines the how fees can be paid. Fees must be paid on the first morning your child attends the service for the week.

- Upon enrolment, families must pay a \$5.00 enrolment fee.
- Fees must be paid **one week in advance**.
- Fees can be paid weekly, fortnightly or monthly in advance by cash, cheque or direct deposit of B-pay.
- Fees are payable in advance for every day that your child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed.
- **Receipting of Fees**
- An official receipt that includes all details to meet Commonwealth Child Care Benefit requirements, will be issued for all monies received.
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- Child Care Subsidy (CCS) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office on 13 61 50
- 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.

A receipt will be issued for all fees. This will include the child/children's full name/s, date of care, date of payment, amount, etc. If the incorrect amount is paid, change will not be given but will be credited to the families account.

Should you wish to end your child's place at the service, or should management make the decision to terminate your child's place, 2 weeks written notice is required from the ending/terminating party.

All fees due must be paid within 7 days of an account being issued unless otherwise negotiated in writing as per Fee Agreement.

Non payment of Fees or Debt Management

First account will be issued after one week of care. *Family given 7 days to pay this.

- **Account one week overdue** friendly remindr stamp on account
- **Account two weeks overdue:** If no payment or contact regarding the account is received at the beginning of the third week, a final letter is sent immediately to the family withdrawing child care. All bookings for the child/ren will be cancelled as of the date included in the cancellation letter. A debt collector may be employed to recover the families outstanding fees, This cost will be passed on to the parent/family.
- Following cancellation of care, the family will be listed as a bad payer. If the debt is paid and the family wishes to return to the centre they may have to rejoin the waiting list and will need to pay a \$100 bond. The second occasion of a family allowing their account to become overdue, without negotiating alternative arrangements with the Director, the child/ren will be permanently excluded from the service.

*** Please note if you have arranged to pay your fees fortnightly etc then the overdue process starts 7 days from when your payment falls due.**

Difficulties with Payment of Fees

Families who are experiencing financial hardship or an alteration to family circumstance, need to inform the Director and negotiate a suitable arrangement to pay fees.

- The agreement will be written and signed then kept in that family's file for future reference.
- Periods of care may have to be negotiated should the difficulties remain for an extended period.

Absences

- 24 Hours cancellation notice is required at the directors discretion.
Excursions can not be cancelled without a charge after the last day of Term.

Allowable Absences

- Child Care Subsidy is paid when Aldinga Beach OSHCers charges for sessions of care when the child is absent. These absent sessions are called 'allowable absences'. Each child is allowed 45 days for allowable absences per financial year across all approved child care centres. If a special reason is given, e.g. due to illness with a medical certificate, the absence will not be counted as one of the 45 allowable absences and is instead called an 'approved absence'

Multiple Child Rates

- It is the responsibility of the parent to inform the service if your child or their sibling attends another approved long day care, family day care or outside

school hours care service. Parents fees will then be reduced by the multiple child rate, which will be listed on the FAO Assessment Notice. Parents will not automatically be provided with the multiple child rate unless notification as to their request to claim the multiple child care rate is provided to Administration in writing. Notice to cancel a request to claim the multiple child rate must also be given in writing.

Late Fee

- If a child is not picked up on time, a late fee applies: \$15.00 for the first 15 minutes (or part there of), an additional \$25.00 for the next 15 mins (or part there of), & \$25.00 for every 15 mins after that. The Centre closes at 6.30 p.m.

For further information contact the Director at the service.

Overdue Fees

Any family who is one or more weeks late with their fees will received a **Friendly Fee Reminder**. Families can make appointments to speak with the approved provider or nominated supervisor regarding payments if there is a need to do so. Continually not paying fees will put your child/ren's place/s in the Service in jeopardy.

Dishonoured Cheques

If this happens, we regret to inform you a charge of \$9.00 will be billed to your account.

Sources

Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.

Education and Care Services National Regulations 2011

Family Assistance Legislation Amendment (Child Care) Act 2009

Review

The policy will be reviewed annually.

Review will be conducted by:

- Management,
- Employees,
- Family Members
- Interested parties.

Reviewed: August 2019

Date for next review: August 2020

**PLEASE FILL OUT THE FEE AGREEMENT BELOW AND RETURN WITH
ENROLMENT FORM/S. THANK YOU**

FEE AGREEMENT

Date.....

I have read and understood the Aldinga Out Of School Hours Care Fee Policy and procedures.

I nominate to pay my fees:

AT TIME OF USE / WEEKLY / FORTNIGHTLY

I am aware of the consequences for the non payment of fees as agreed herein

Full name..... Signature.....