



Payment of Fees Policy

National Quality Standard (NQS)

Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defines, and understood and support effective decision making and operation of the service

National Education and Care Regulations

168	Education and care service must have policies and procedures
-----	--

Related Policies

Arrival and Departure Policy
 Enrolment Policy
 Governance Policy
 Orientation of New Families Policy
 Privacy and Confidentiality Policy
 Termination of Enrolment Policy

PURPOSE

For parents to gain a clear understanding of the Service fee structure ensuring children's fees are paid on time and that there are consequences for failure to pay fees 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 Fee & Bond Payment

- An enrolment fee of \$30 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service. This is a nonrefundable administration fee.
- A bond consisting of 1 week full fee is to be paid to hold a child's position at the Service.
- The Bond payment will be refunded back to families when the child leaves the Service and no outstanding fees are owed.

General Fees

- Fees are charged daily and vary depending on the Child Care Subsidy. The Child Care Subsidy will be paid directly to the Service.
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:
 1. The age of the child (must be 13 years or under and not attending secondary school)
 2. The child meeting immunisation requirements
 3. The individual, or their partners, meeting the residency requirements
- Families level of Child Care Subsidy will be determined by:
 1. Combined family income
 2. Activity level of parents
 3. Type of child care Service
- Fees must be kept in advance of a child's attendance
- Fees are to be paid weekly through a direct debit system, it is a requirement that the families pay on time and are not in arrears.
- Fees are payable for every day that a child is enrolled at the Service. This includes pupil free days (public holidays), sick days and family holidays but excludes periods when the Service is closed
- Fees are charged at full days only (no matter what the attendance hours are)
- Casual days may be offered to families if available within the Service's license

Hours of care

- To help minimise your out of pocket costs after your CCS (Child Care Subsidy) has been paid, you can choose either a 9, 10 or 11-hour session for the day.
- We offer more flexibility with your session times, so you do not have to pay as much for childcare at the end of each week
- Children who are booked in for each of these sessions have a grace period of 15 minutes either side of the nominated hours. With a maximum amount of hours per day of 11.

Payment of fees

- Fees are set up using the Service's 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 dishonour fee of \$30 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 approved provider

Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding. A child's position will be terminated if payment has not been made after the end of two 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, following privacy and conditional requirements. The service will use the bond held to cover the two weeks outstanding on the date of termination of care.

Late Fees

- Our Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- 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 \$15.00 per 10 minutes block and part thereof will occur.
- 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 4 weeks written notice of their intention to withdraw a child from the centre.
- If termination from the Service is required without notification, families can lose their Child Care Subsidy resulting in the payment of full fees to be charged as well as the loss of their bond payment.



Responsibility of Management

- The office manager, **Catherine Bonadio** is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to make an appointment with **Catherine**.

Source

- The Business of Child Care, Karen Kearns
- National Quality Standard
- Revised National Quality Standard

Review

Policy Reviewed	Modifications	Next Review Date
March 2017	Minor changes made to ensure compliance with regulations and government requirements.	March 2019
October 2017	Updated references to comply with the revised National Quality Standard	March 2019
March 2018	Changes made to comply with Regulations and changes to Child Care Subsidy DELETE FROM LAST PAGE: If a child does not attend the service on their last night, this will result in cessation of care in accordance with Centrelink. Centrelink will forfeit your Child Care Benefit and Child Care Rebate and families will be required to pay the full fee to the service.	March 2019
February 2020	Hours of Care	February 2021
May 2020	Update termination of enrolment from 2 weeks to 4 week written notice period	May 2021
October 2020	Change Bond from 2 weeks Bond to 1 week Bond fee	October 2021