

FEES

POLICY STATEMENT:

Our service sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

PROCEDURES:

a) **Bond**

- Upon being offered a place at the service, the family is required to pay one weeks fees in advance.
- The bond secures a child's placement at the service, and is refundable at the termination of the child's place, provided that one week's notice in writing is given. The bond may be used to cover and/or settle your final account.
- Where the Nominated Supervisor believes the bond may create hardship or unreasonable barrier to a family enrolling in the service, he/she may reduce or waive the bond.

b) **Membership**

- 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.
- 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.
- A membership fee of \$30 is payable on an annual basis. This fee is prorated for families who join in Term 3 and 4.

c) **Child Care Benefit**

- Most Australian families are eligible to receive Child Care Benefit. 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 CCB applied to their account, families must first register with the Family Assistance Office.

- In addition, the government provides an additional 50% tax rebate to families for out of pocket childcare expenses via the Child Care Rebate (CCR). CCR is paid fortnightly either to the family or the service. The service encourages families to authorise the CCR to be paid directly to the service.
- The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.

d) Bookings and cancellations

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's place at the service are required to provide one (1) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of one weeks child care fees to the service.

e) Absences

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences.

f) Service closure

- No fee is charged while the service is closed.

g) Payment of Fees

- Fees must be paid once Invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service will be provided to all families (Regulation 168).
- 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 and the centres financial administrator .

h) Debt recovery

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
 1. An initial letter stating fees are overdue will be sent 3 weeks after the fees due date, giving 7 working days for payment.
 2. If payment is not received, families will be invited, by telephone, to attend a meeting with the financial administrator within 7 days to discuss a payment plan.
 3. Failure to attend the meeting and continued non-payment for a period of 7 working days will result in a second and final letter notifying the family that unless payment is made within 7 working days, or a payment plan entered into, the child will be unable to attend the service.
 4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
 5. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

i) Late collection fee

- The Centre closes at 6:15pm. A late fee of \$1.00 per minute after 6:15pm will be charged for children who are collected late i.e. after closing time of 6:15 pm. Parents should advise the Centre when they will be late to collect their child/ren. Staff are unable to accept children in the service outside of these hours.
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- 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 Nominated Supervisor will have discretion to decide if families will be charged the late fee.
- 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.

j) Methods of Payment

- Fees can be paid by:
 - ✓ Vacation Care fees must be paid for in advance (at the time of booking) and will only be accepted if term fees are up to date, the vacation care enrolment form is signed and submitted and when the Centre receives the payment receipt.
 - ✓ **Paying by Internet Banking:**
This is an option that allows families to pay by internet banking direct deposit. Bank account details are included on your parent statement. Please ensure you include your 'Parent Code' (on statement), 'Family Surname' and 'Child's Name' or 'Initial' on your payment details. Please contact Becklyn P/L on (02) 9878 2651 if you would like more information regarding Internet payments.
 - ✓ **Paying by Ezi Debit (Direct Debit):**
This option allows parents to pay automatically, electronically. This occurs on issue of the Centre's account/statement whereby the amount outstanding is direct debited. Please contact Becklyn P/L on (02) 9878 2651 if you would like more information regarding Ezi-debit payments.
 - ✓ **Paying By Cash / Cheque:**
Cash and Cheques will not be accepted at the centre for banking. If you would like to pay using cash / cheque, please request an encoded deposit book. This deposit book is encoded with your 'Parent Code'. To make a payment, an encoded cheque must be taken directly to any Commonwealth Bank branch to be deposited.
N.B.: When depositing the cheque, please ensure that any teller that manually enters the cheque details includes the parent code.
- Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected (Regulation 172).

k) Confidentiality

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

**NORMANHURST OUT OF SCHOOL HOURS CARE (NOOSH)
POLICIES**

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l) Increase of fees

- The fees are set by the Approved Provider 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).

m) Acknowledgement of responsibility to pay fees

- Families are required to read and sign Section 9, *Payment of Fees* and Section 10, *Disclaimer/Informed Consent* of the service's Enrolment Form.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
168, 172, 173	7.3	<ul style="list-style-type: none">Enrolment FormEnrolment & Orientation PolicyDelivery & Collection of Children PolicyConfidentiality PolicyGovernance & Management PolicyParent Handbook	<ul style="list-style-type: none">Child Care Management System

ENDORSEMENT BY THE SERVICE:

Approval date: _____ 13th August 2014 _____

Date for Review: _____ 13th August 2015 _____