

A-6 Fees

NQS

QA. 6.1.3	Families are supported.
QA. 6.2.2	Access and participation.
QA. 7.1.2	Management systems.

National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies or procedures
Reg. 181	Confidentiality of records kept by approved provider

Policy Statement

We aim to provide a quality service which is affordable to all in the community. Fee levels will be set by Management each year on completion of an annual budget and according to the Centre's required income.

Related Policies

- NORMANHURST OSHC Policy A-1: Hours of Operation
- NORMANHURST OSHC Policy A-4: Enrolment
- NORMANHURST OSHC Policy A-8: Dropping off and Picking Up
- NORMANHURST OSHC Policy A-11: Maintenance of Records
- NORMANHURST OSHC Policy A-15: Role of Management Committee
- NORMANHURST OSHC Policy A-17: Privacy and Confidentiality

Procedure

Setting Fees

Fees are to be reviewed annually at a minimum by Management, based on the annual budget and ensuring that the required income will be received to run the service efficiently and allow for future needs.

Fees will be reviewed annually at a minimum based on attendance and the Centre's ability to meet the running costs. Parents will be given at least 14 days' notice of any changes in the fees as per Regulation 172.

An annual 'Membership Fee' as set by Management is charged per family, whether the child is permanent or casual. The service cannot be used without the payment of this fee (see A-4

Enrolment Policy). Enrolment will not be approved unless the membership fee has been paid.

A 'Late Pickup Fee' as set by Management, and visible in the fee schedule, will be charged when any parent or authorised person collects their children after the Centre's closing time (see A-8 Dropping Off and Picking Up Policy).

A 'Non-notification Fee' as set by Management, and visible in the fee schedule, is chargeable if:

- The centre is not notified of absence before the end of a permanent or casual booking (the session fee will still be charged), or
- attendance at a session without a booking being made.

Fee Payment

Once a fortnight, parents will receive the previous fortnights' invoice/statement of usage details via their nominated email address. Where there is an uneven number of school weeks in a school term, the statement with the final week's charges will be emailed as a single week cycle.

The Centre will not take responsibility for email address incorrectly advised. Parent/Guardian email addresses can be changed via the Centre Portal.

Any discrepancies or irregularities in a family account should be brought to the attention of the Nominated Supervisor or Becklyn ASAP.

If a Parent's enquiry regarding fees is particularly sensitive or complex, then an appointment should be scheduled with the Nominated Supervisor at an arranged time to ensure that proper supervision of the children attending the Centre is not compromised during these discussions.

Normanhurst OSHC is an EziDebit only centre. This means Direct Debit is the only method of fee payment available. All new families enrolling with Normanhurst OSHC will need to sign up to EziDebit as part of their enrolment.

Families will have their nominated bank account/credit card debited two days following statements being emailed.

Where a Family's nominated bank account/credit card dishonours, notification will be sent from Becklyn via email, requesting immediate payment and advising what actions are required to ensure future debits are successful.

Families wishing to be considered for an EziDebit exemption need to email the Parent Management Committee (via the Centre email address) stating the reasons for such a request.

Where an exemption is granted, Parents / Guardians will be expected to pay any outstanding amounts (listed on their statement) within 7 days. Failure to meet the payment terms will result in the overdue fees clause being applied.

Overdue Fees

Parents / Guardians are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor or Becklyn, the Centres Administration Provider, who handles collection of outstanding fees on behalf of the Management Committee. Becklyn will work with the Management Committee and Parent / Guardian to make suitable arrangements for payments as well as informing parents / guardians of other avenues for financial support if required.

If no previous arrangements have been made regarding payment of fees the following procedure will apply:

- If no payment is received within 7 days (from the statement send date), a reminder email will be sent requesting immediate payment.
- If following the next statement send, fees are still outstanding, another reminder will be sent requesting immediate payment.
- Prior to the next statement send but following the two consecutive reminder emails being sent, a phone call to the parent / guardian is made to establish a payment plan.
- Families will be required to commence the use of EziDebit for payment of fees where:
 - accounts require 3 consecutive reminder emails to be sent OR
 - a payment plan has not been adhered to

Failure of a successful debit will result in all future bookings being cancelled.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised.

Bookings will only be reinstated after a successful debit of fees has been receipted.

- Should a situation occur in which bookings are cancelled more than twice due to non-payment of fees, the enrolment at the Centre will be terminated. The enrolment may only be reinstated when full payment is received, Membership / Registration is paid, and the parent / guardian has input details via the Centre Portal to sign up to direct debit.
- The Centre will pursue outstanding debts through normal commercial and legal means.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised, and Centre policies followed.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Service NSW

Endorsed Date:	29/06/2021
Review Date:	29/06/2023