

Management

FEES POLICY

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Approved By: Jo Taylor Position: Treasurer Date: 11.9.2019
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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 defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

RELATED POLICIES

Arrival and Departure Policy Governance Policy	Orientation and settling in Policy Confidentiality Policy Termination of Enrolment Policy
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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 management and families of the Service.

POLICY STATEMENT

Mundarda child care centre aims to provide a quality education and care service that is an affordable price to families eligible to attend under the Australian Government Priority of Access Guidelines. Fee levels will be set by the management committee and will be reviewed on completion of the annual budget and according to the centre's required income in order to provide a quality education and care service.

HOW POLICY WILL BE IMPLEMENTED (Specific Policies & Procedures)

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 advance of a child's attendance at all times
- Fees are to be paid. If fees are not paid you could the care position of your child will not be held. Fees are payable in advance for every day that a child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed. (Please see section relating to extended absence due to family holidays for fee structure)
- Fees are charged at full days unless stated upon enrolment or to centre management that you will be doing half days. (no matter what the attendance hours are)
- Half days are provided, and the sessions are: Morning – 6.30am-12.30pm and Afternoon 12.30pm-6.30pm
- Casual days may be offered to families if available within the Service's license. If you wish to attend on a casual basis you forfeit the permanent booking schedule and will only be charged as per attending days. However you must contact the service to enquire if there is a vacancy for the day the you require. The service has a maximum number of children per day that we are eligible by law to care for. It may not be viable on that day to care for your child as the quota for the day could be at the limit. *Please note that casual attendance incur a separate rate of pay (please see fee schedule)*
- 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.
- It is the parent/guardian's responsibility to complete and lodge their CCB and CCR application with the FAO. Families need to apply for each type of care they will use i.e. Long day care, before and after school care and Vacation care.
- CCB will be deducted from a family's fees within 14 days of the centre being notified of the amount via CCMS.
- Families with children under 7 years seeking CCB for the first time will be required to meet the Australian Government's immunisation requirements. The centre will provide information to these families in regard to this requirement.
- Families will only be eligible for CCB and CCR if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult, and other eligible requirements are met.
- Families are entitled to 42 absence days for each registered child in each financial year. CCB and CCR is paid for these days provided that the child would normally have attended on that day, and fees have been charged.
- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences.
- All documentation pertaining to CCB and CCR will be kept for the specified period and made available to Australian Government Officers on request.

Payment of fees

- Fees can be paid in various ways. These are as follows: direct deposit through internet banking, credit card, eftpos, cheque or cash.
- Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and Regulatory requirements. These will be emailed to the enrolling parent.

Holiday Leave

- If you are taking holidays the following fee structure will apply:
 - 1-2 weeks– pay full rate, as normal
 - 3 weeks– pay half fees, (third week not charged)
 - 4 weeks or more pay no monthly fees.Children will still have their positions at the child care centre. Please see below
- It is requirement that parents/guardians must notify the office management if you are taking holidays to enable us to apply the correct fee structure to your account and to know the dates of leave so that we are able to hold your child's position, otherwise yours child's position may be cancelled and full fee will be applied (*please see termination of fees*)

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Centre management that is mutually agreeable for all parties.

Failure to Pay

- Parents will be emailed an invoice. If after two weeks the account remains unpaid a First and Final notice will be sent via email. This email version of the letter will state the terms of which the account is to be settled by and further action to be taken if the account is not settled. This letter will state that your child's position will be terminated if payment has not been made by the required date on the letter. At this time the service will initiate its debt collection procedure. If your account is forwarded to the debt collection agencies you will be subject to fees incurred by the debt collection agencies on top of the outstanding amount.

Late Fees

- Please be aware the centre closes at 6:30pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:30pm. A late fee is incurred for children collected after 6.30pm.
- The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.
- If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.
- If you are running late please contact the service to notify the educators of the situation.
- When a parent/guardian is continually and regularly late arriving at the centre to collect their child, the director/supervising officer will discuss other child care options with the family and a review of your child's enrolment will occur.

The fee charged for late collection is determined by;



- The centre’s need to recoup expenses incurred in employee overtime wages
- The need to deter families from making a habit of late collection
- Special circumstances .i.e. traffic accident or vehicle breakdown will be given consideration in relation to the administration of late collection fees.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families
- The fees of the service will determined by the Management committee. They will review the projected budget and approve the required fee level to meet budget prediction for the next year.
- The Management committee may approve a Consumables Levy that will be charged with each new enrolment and at the beginning of each New Year. Options available are \$20 per child, \$30 x 2 children, for more than two children in the family \$5 per child is payable after the second.

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 Subsidy (CCS) resulting in the payment of full fees to be charged.
- Please be aware that if your child does not attend care on their last day whether notice has been given or not, full fee will apply as Child Care Subsidy (CCS) will not be paid if the child is absent on their last day.

Responsibility of Management

- The Office Management are responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see Office Management.

This policy was made with consideration to Privacy Act 1988, Education and Care Services National Regulations 2011 and National Quality Standards