



POLICIES AND PROCEDURES

Fees Policy

Policy Statement:

The centre requires a policy that ensures families are aware of their responsibilities in regards to payment of child care fees.

Rationale:

Payment of fees on time is essential to the smooth running of the centre as it allows the centre to budget for staffing and equipment purchase costs. It also greatly reduces the amount of time spent by staff on administrative tasks, such as issuing fee statements and calling parents to remind them of their payment obligations.

Strategies, Practices and Procedures:

- The parents/guardians nominated on the child's enrolment form are responsible for the payment of fees, unless the child is receiving assistance from organisations such as Brighter Futures or the Department of Education. Parents/families must inform the centre before enrolment, if another agency will be subsidizing part or all of their fees so that an "Arrangement with Organisation" can be organised.
- The Child Care Subsidy (CCS) is available to all eligible families. This is obtained through the Department of Human Services (DHS). Families can contact Centrelink or MyGov for more information.
- It is the responsibility of families/carers to contact the DHS prior to enrolment to register with them and obtain Customer Reference Numbers (CRN's).
- An enrolment cannot begin without an approved arrangement in place through the Child Care Subsidy System. An approved arrangement can be a:
 - a. Complying Written Arrangement (CWA), or a
 - b. Relevant Arrangement, or an
 - c. Arrangement with organization, or an
 - d. Additional Child Care Subsidy (Child Wellbeing) Provider Eligible
- Fees are to be paid via Direct Deposit. Parents/carers may pay weekly, fortnightly or monthly, but only if their account is kept in advance by two weeks.
- Fee statements will be issued to parents at the beginning of every month to show the following months fees.
- Fees are NOT to be handed to a staff member.
- The Director will keep an electronic record in the centre's fee management software program.
- Fees are payable whenever a child is absent, including public holidays, except for the two week period during the centre's closure during December and January.
- Parents should provide the centre with medical certificates for absences due to illness so that they can be recorded and counted as allowable absences for their CCS entitlements.
- A non-refundable enrolment fee of \$150 per child is to be paid on enrolment. This fee includes a levy to cover the cost of sunscreen and incursions.
- The centre has the right to terminate a child's enrolment if fees remain outstanding for more than two weeks and the parent has made no attempt to contact the centre management about making a payment arrangement.
- Two weeks notice are to be given by families before children are withdrawn from the centre, or two weeks fees paid in lieu of giving notice.

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- The centre will retain the services of a debt collection agency to recover outstanding fees. The fees charged by the debt collector will be added to the account.
- If a child is withdrawn 6 weeks prior to the centre's closing period, fees will be incurred, regardless of whether two week's notice have been given or not.
- A fee of \$10.00 per minute will be charged for the late collection of children (after 6.00pm).
- If a family is having difficulty paying their fees they should contact the Director immediately to discuss a payment plan.
- The management reserves the right to increase or add new fees. The Education and Care Services National Regulations 2011 (172) states that the Approved Provider must ensure that the parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which the fees are collected.
- When making payments over the internet it is important to include the child's full name on the transfer to help us identify where the payment is coming from, eg "Bailey Smith's fees".

The centre's Approved provider will update this policy annually.

Policy Created: August 2015
Policy Reviewed: August 2018
Policy Review Date: August 2019

Sources:

Education and care Services National Regulations 2011
Child Care Management System Guide 2009, DET
A New Tax System (Family Assistance) Act 1999
Education and Care Services National Law Act 2010
National Quality Standards 2011 Quality Areas 6 and 7
Child Care Service Handbook 2010-2011