

Fees Policy

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QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
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Aim

Parents fully understand fee payment procedures and requirements, and pay their child care fees on time.

Related Policies

Orientation for Children Policy
Privacy and Confidentiality Policy

Who is affected by this policy?

Parents
Management

Implementation

Fees must be paid:

- **one week in advance**
- weekly, fortnightly or monthly in advance by direct deposit or direct debit
- on the first morning your child attends the service for the week
- in advance for every day that your child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed

Due to administration costs incurred by the service, dishonoured payments will incur a charge of \$10.00 may be billed to your account.

Child Care Benefit (CCB)

Child Care Benefit is available to all families who are Australian Residents if the child attending the service is fully immunised, on an immunisation catch-up schedule or exempt from immunisation requirements. To find out their eligibility, families must contact the Department of Human Services. CCB can be received as:

- A reduction of fees through the service
- A lump sum payment to families at the end of the financial year in which the Service is used

Child Care Rebate (CCR)

Child Care Rebate is not income tested as pays up to 50% of out of pocket expenses up to \$7500 per child annually. Out of pocket child care expenses are your total child care fees less any CCB and Jobs, Education and Training Child Care Fee Assistance you're entitled to. You may be eligible for the Child Care Rebate if:

1. you use a Child Care Benefit approved child care service
2. you're eligible for Child Care Benefit, even if you earn too much to receive payment, and
3. you and your partner meet the Work, Training, Study test for Child Care Rebate or meet an exception

CCR may be paid:

- fortnightly to the service as a fee reduction
- fortnightly or quarterly to your bank account
- annually to your bank account if you receive CCB as an annual lump sum payment

Statement of Account

A statement will be issued for all fees, and will include the child/children's full name/s, date of care, date of payment, amount etc. If the incorrect amount is paid, change will not be given but will be credited to the family's account.

Receipts

Receipts for payment will be provided upon request

Late Fees

Families who do not collect their child before we normally close for the day may be charged a late fee of \$1.50 for every minute they arrive past our closing time. This fee covers the cost of employing the staff required to supervise a child outside our operating hours. It may be waived at the discretion of the Nominated Supervisor.

Termination

Should you wish to end your child's place at the service or should management make the decision to terminate your child's place, 2 weeks written notice is required from the ending/terminating party. If you do not provide this notice, you will be charged 2 weeks fees.

Overdue Fees

The Nominated Supervisor will issue a **Friendly Fee Reminder** letter to any family who is one week late paying their fees. **If families are having difficulty making fee payments they should immediately speak with the** approved provider or nominated supervisor to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Sources

Bryant, L. (2009). Managing a Child Care Service : A Hands-On Guide for Service Providers. Sydney: Community Child Care Co-Operative.

**Education and Care Services National Law and Regulations
Family Assistance Law**

Review

The policy will be reviewed annually by:

- Management
- Employees
- Family Members
- Interested parties

Last reviewed: February 2018

Date for next review: February 2019