

## Fees Policy

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### NQF

QA7	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
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### Aim

To provide quality care that is cost effective. To manage the financial resources of the centre by ensure fees are paid on time.

### Related Policies

Orientation for Children Policy  
Privacy and Confidentiality Policy

### Who is affected by this policy?

Parents  
Management  
Children

### Implementation

The following outlines how fees can be paid. Fees are paid weekly on presentation of a tax invoice.

- Upon enrolment, families must pay a **BOND** of **one week's full fees** and a **\$30** non refundable administration fee. Both are payable prior to the child's first session at the centre.
- Fees must be paid weekly or fortnightly by Cash, EFTPOS or Direct Deposit.
- Fees are payable for every session/day that your child is enrolled at the centre. This includes absent days, sick days, family holidays and public holidays but excludes periods when the service is closed.
- Tax invoices will be printed on a weekly basis and will be 1 week in arrear of care.
- Child Care Benefits (CCB) are available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.

- Families can also choose to have their Child Care Rebate (CCR) paid directly to the centre.
- Child Care Benefits can be received as:
  - A reduction of fees through the centre.
  - A lump sum payment to families at the end of the financial year that the centre is used.

A receipt will be issued for all fees paid by cash or cheque. This will include the account holders name, date of payment, amount, etc. A merchant slip will be issued for EFTPOS payments.

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 this does not occur, **2 weeks full fees** will be billed to you.

### **Casual Days**

Casual bookings will be added to accounts plus a **\$5.00** surcharge will be applied.

### **Equipment Levy**

A **\$15.00** equipment levy will be charge to all families on a quarterly basis.

### **Late Collection Fee**

A fee of **\$20.00** for every 10 minutes or part thereof that you are late to collect your children from the centre, will be added to your account. This applies to sessions and day bookings.

### **Overdue Fees**

Any family who is two or more weeks late with their fees will receive a **Friendly Fee Reminder**. Families can make appointments to speak with the Director or Finance Officer regarding payments if there is a need to do so. Continually not paying fees will put your child/ren's place/s in the Service in jeopardy.

**A late payment fee of \$20 will be applied to any account which is overdue by three or more weeks. This will be added on weekly.**

### **Dishonoured Cheques**

If this happens, the centre will pass on any bank charges/dishonour fees that occur as a result of the dishonoured cheque.

### **Debt Collection**

Where a family has failed to comply with requests for payment as noted above, the account will be placed in the hands of our collection solicitors (Von Doussas).

The Managment Committee reserves the right to implement legal proceedings in cases where the fees still remain outstanding. The Management Committee will pursue all outstanding debts to the fullest. Any administration/court costs will be the sole responsibility of the enrolling parent/guardian.

### **Right to Refuse Care**

The centre management has the right to cancel care immediately where the family has failed to comply with the centre's request for outstanding fees to be paid. This will be done via a formal letter.

**The centre management reserves the right to cancel care at Christmas closure if accounts remain unpaid and do not have a nil balance, unless previously discussed with the Director.**

### **Financial Hardship**

Where a family is experiencing financial difficulties, it is requested that the Director be contacted and informed regarding the problems.

The Management Committee acknowledges that on occasions, events can cause families to have difficulties in paying their fees.

Please speak with the Director to organise a payment plan.

### **Right to Appeal**

If a family believes that the decisions of the Management Committee or the Director has been unjust or unreasonable, they have the right to state their objections or appeal against the decision in writing within seven (7) days of being notified of care being cancelled.

### **Christmas Closure**

As we are a Not For Profit, Community Based organisation we require ALL accounts to be paid in full by the last day of the centre's operational year.

## **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 Regulations 2011**

**Family Assistance Legislation Amendment (Child Care) Act 2009**

## **Review**

The policy will be reviewed annually.

Review will be conducted by:

- Management,
- Employees,
- Family Members
- Interested parties.

**Reviewed: June 2015**

**Date for next review: June 2016**