

# Payment of Fees Policy

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## National Quality Standards (NQS)

Quality Area 7: Leadership and service management	
7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.

## National Education and Care Regulations

Quality Area 7: Leadership and service management	
168	Education and care service must have policies and procedures

### PURPOSE

For parents to gain a clear understanding of the service fee structure, ensuring children's fees are paid on time.

### SCOPE

This policy applies to children, families, staff, management and visitors of the service.

### IMPLEMENTATION

The fee structure of the service includes:

#### Enrolment Fee & Bond Payment

- An enrolment fee of \$300 (non-HCC) and \$200 (HCC) is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the service.
- An advanced payment consisting of 2 weeks full fee is to be paid in order to hold a child's position at the service.

#### General Fees

- Fees are charged on a weekly basis for full time students and a fortnightly basis for part time students and vary depending on the families Child Care Rebate (CCR).
- Fees must be kept in advance of a child's attendance at all times
- Fees are to be paid fortnightly. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.
- 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
- Fees are charged at full days only (no matter what the attendance hours are)

- 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.
  - A lump sum payment to families at the end of the financial year that the Service is used in.

#### **Payment of fees**

- Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and Regulatory requirements.

#### **Financial Difficulties**

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider

#### **Failure to Pay**

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding. A child's position will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the service will initiate its debt collection procedure.

#### **Late Fees**

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$15.00 per 30 minutes' block and part thereof.
- A review of the child's enrolment will occur where families are consistently late.

#### **Change of Fees**

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families

#### **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 Rebate (CCR) resulting in the payment of full fees to be charged.
- If a child does not attend the service on their last night, this will result in cessation of care in accordance with Centrelink. Centrelink will forfeit your Child Care Rebate and families will be required to pay the full fee to the service.

#### **Responsibility of Management**


- The Nominated Supervisor is responsible for the billing and chasing of fees.

- Should families wish to discuss fees, they will need to see the Nominated Supervisor.

**Source**

- The Business of Child Care, Karen Kearns
- National Quality Standards

**Review**

Policy Reviewed	Modifications	Next Review Date
January 2018	<p><b>X</b> _____  _____</p> <p>Nadiya Khan Director</p>	January 2019