



Conyngham Street
**Community
Children's Centre**
LEARNING TOGETHER, EVERY DAY.

Policy 7.2

Payment of Fees

National Quality Standards (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 defines, and understood and support effective decision making and 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 \$50 is charged once confirmation of enrolment is received. This fee is non-refundable and is required no later than the date provided on your enrolment pack.
- An interim booking fee of \$150 is charged to confirm and secure your booking. This fee is non-refundable and is required no later than the date provided on your enrolment pack. This fee is off set against the first account or forfeited should the enrolment not proceed.

- A bond consisting of 2 weeks' full fee is to be paid no later than 4 weeks prior to child's first day of care.
- Bonds will be adjusted to reflect the number of permanent days each child attends. This will occur when a child's permanent days increase or decrease or whenever there is a daily fee increase.
- The Bond payment will be refunded back to families when the child leaves the service once outstanding fees are paid.

Fee	Amount	When Levied	Refundable
Waiting list fee	\$30/family	At time of application	No
Enrolment fee	\$50/child	Payable upon acceptance of booking offer and secures your booking.	No
Interim booking fee	\$150/child	Payable upon acceptance of booking offer and secures your booking.	Off-set against the first account or forfeited should the enrolment not proceed
Bond	Equivalent to 2 weeks full fee	Charged prior to commencing care to secure enrolment. Adjusted according to fees and number of attendance days.	Yes
Maintenance Levy	\$10/family	Charged monthly	No
Daily Fee – FULL Before subsidy is applied	\$134/child	Charged weekly in arrears	No
Casual Booking	\$134/child	24 hours (minimum) notice required for cancellation	No

Late Fee	Amount		Refundable
Each occurrence	\$15	Every 10-minute block or part thereof PLUS breach payment	No
1 st breach	\$25		No
2 nd breach	\$50		No
3 rd and subsequent breaches	\$100		No

We require all children and families to be off the premises by 6.00pm and therefore request parents to be at the centre no later than 5.50pm. Please allow enough time for you to discuss your child's day as staff are required to close the centre by 6.00pm as we are not licensed past this time. We appreciate your cooperation with this.

General Fees

- Fees are charged on a daily basis and vary depending on the families Child Care Subsidy.
- Fees are charged weekly in arrears.
- Fees are payable for every day that a child is enrolled at the service. This excludes periods when the service is closed such as Staff training days and end of year closure. Centrelink will pay benefits for up to 42 allowable absences.
- Fees are charged for Public Holidays, illness, and any other absence.
- Fees are charged at full days only (no matter what the attendance hours are)

- Casual days may be offered to families if available within the Service's license. We require a minimum of 24 hours notice for any casual day cancellation otherwise full daily fee will apply.
- Child Care Subsidy is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office and have a MyGov account.
- It is the responsibility of the parent/guardian to ensure that their information is kept up to date with the Family Assistance Office and to notify them of any changes relating to parent income / circumstances.
- All children are required to have up to date Immunisation in order to receive Government assistance.

Pandemic and Lockdown

- In the event of a Government (State or Federal) or Local Authority directed lockdown, fees will be charged for each usual/permanent enrolment days during the Lockdown or Pandemic period.
- The Centre will be directed by the Federal Government regarding the charging of fees and waiving the gap payment provided for under the Child Care Subsidy (CCS). For the avoidance of doubt, gap fee waiving only applies to families receiving CCS.
- The Governing Committee of the Centre will carefully consider the circumstances surrounding each Lockdown and Pandemic event. The Governing Committee has the ability to waive fees during a Lockdown or Pandemic event (acting reasonably).
- Any decision in relation to the charging of fees during a Lockdown or Pandemic event will be communicated to the parents of the Centre prior to the processing of any fees.

Payment of fees

- Fees can be paid via direct debit of a credit/savings card or bank account.
- Families will be issued via email with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.

Financial Difficulties

- Where a family is experiencing financial hardship, it is requested that the Director be contacted to discuss the problem and assess if any special arrangements or assistance may be available.
- The executives of the Governing Committee will be notified and reserve the right to make decisions regarding any special/ appropriate arrangements.

Overdue/ Outstanding accounts

Accounts are overdue when:

- The amount overdue is greater than 2 weeks of the family's fees.

Accounts are Outstanding when:

- No payment has been received for a period of 6 weeks.
- There is still money owing after a child has left the centre that exceeds the bond that would be forfeited by the family due to non-payment of fees.

The following procedures will apply to all overdue/outstanding accounts.

1. A letter to be sent requesting the family pay the overdue account.
2. If no response to step 1, a second letter to be sent requesting that the account be paid in full or to contact the Director if they are having problems meeting the payments.

3. If still no response to step 1 and 2, the Director will inform the Treasurer who will send a final letter requesting the outstanding amount be paid in full, that contact be made with the Director within 7 days, or this matter will be put in the hands of a Collection Agency, and the child/ren's care will be cancelled. At this time any bond payment (refer above) provided by the family will be forfeited and applied against the outstanding debt. Any amount still outstanding after this will be pursued by the Centre.
4. The Governing Committee to be notified at their next meeting that step 3 has been implemented.

The Governing Committee has the right to cancel a family's care within Conyngham Street Child Care Centre Inc., and this action will be taken where a family has failed to comply with the Committee's request for payment of outstanding fees.

The family will be given 2 weeks' notice in writing that if their account is not paid in full their child care will be cancelled and care refused.

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 10-minute block.
- Families are also charged a breach payment accordingly.
- A review of the child's enrolment will occur where families are consistently late (4th breach)

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

Responsibility of Management

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

Source

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

Review

Policy Reviewed	Modifications	Next Review Date
April 2018	Minor changes made to ensure compliance with regulations and government requirements.	April 2019
July 2018	Governing Committee approved bond amounts to reflect number of attendance days and fee increases	July 2019
January 2019	Inclusion of interim booking fee	July 2021
June 2021	Increase in daily fees	July 2023
July 2021	Inclusion of payment of fees during a lockdown	July 2023
April 2023	Increase in daily fees Update to payment options	July 2024
August 2023	Renamed COVID-19 to Pandemic Addition of Casual Day Bookings	July 2024
December 2023	Changed notice of cancellation of care to weeks' notice	December 2024

Payment of Fees Sign Off Slip

This form is to be signed by all parents of Conyngham Street Community Children's Centre.

Name:

I have read and have had the opportunity for my questions to be answered. I now clearly understand the policy and my role in ensuring I comply with the policy.

Signature:

Date: