

# Payment of Fees Policy

## National Quality Standard (NQS)

Quality Area 7: Governance and Leadership		
7.1	<b>Governance</b>	Governance supports the operation of a quality service
7.1.2	<b>Management Systems</b>	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	<b>Roles and Responsibilities</b>	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

- An enrolment fee of \$100.00 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the service.

### General Fees

- Fees are charged on a daily basis and vary depending on the families Child Care Subsidy (CCS)
- 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
- Casual days may be offered to families if available within the Service's license



- Child Care Subsidy (CCS) is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office.

#### **Payment of fees**

- Fees can be set up using the Calvary Christian College's direct debit system, automated credit card system, or via eftpos. Families can pay in cash at the ELC reception office.
- Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

#### **Financial Difficulties**

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Nominated Supervisor or 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 10 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 Subsidy (CCS) resulting in the payment of full fees to be charged.
- If a child does not attend the service on their last day, this will result in cessation of care in accordance with Centrelink. Centrelink will forfeit your Child Care Benefit and Child Care Rebate and families will be required to pay the full fee to the service.

#### **Responsibility of Management**

- The College Finance Department in conjunction with the Nominated Supervisor are 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
- Revised National Quality Standards

## Review

Policy Reviewed	Modifications	Next Review Date
March 2017	Minor changes made to ensure compliance with regulations and government requirements.	March 2018
October 2017	Updated references to comply with the revised National Quality Standard	March 2018