

# Fees Policy

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## NQF

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

## Implementation

### Enrolment

- A waiting list fee of \$50.00 applies if you request your child to be placed on the Centres waiting list. If a position is offered an enrolment fee of \$50.00 is required when lodging an enrolment form. The enrolment fee is non-refundable if your child does not take a place at our service. This enrolment fee will be taken off your first invoice once your child takes a place at our Service
- Upon enrolment, families must pay two week's full fees in advance less any childcare subsidy to which families are entitled. Please note our fees may change from time to time. Fees can be paid weekly, fortnightly or monthly in advance (after the initial 14 day payment). Payment can be made by BPAY or direct deposit to the Centre nominated account using iDebitPro our preferred method of payment.
- Dishonoured payments incurs a fee of \$14.00
- Fees are payable in advance for every day that your child is enrolled at the service. This includes pupil free days, sick days, family holidays and public holidays but excludes periods when the service is closed outside of normal public holidays. If the Public Holiday occurs the day before or after the Centre remains continuously closed for a

period of time on days that are not a public holiday E.g. Christmas New year period, then that public holiday is not charged. The Centre does not offer “Make Up” days.

- The centre requires parents to give 2 weeks’ notice in writing if holidays are to be taken. You are entitled to 4 weeks holiday per calendar year at a discounted rate, the days must be consecutive and your child must be absent for a minimum of one operating week, and the number of days allowed to be taken is to coincide with your current bookings. The holiday fee will not apply on a public holiday. A holiday fee of half your normal schedule fee excluding any Childcare benefits will be paid BEFORE going on holidays plus one-week normal fee in advance. If the fee is not paid the centre will be unable to guarantee a position on your return date.
- The Centre will notify parents at least 14 days prior to any fee changes relating to the centre. Parents will be given written notification of the change.
- A statement of the current fees can be found by referring to Appendix A

### **Child Care Subsidy**

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. Combined family income is used to determine the subsidy percentage. Income thresholds change each financial year. Current thresholds are available from the Department of Human Services website. See [servicesaustralia.gov.au/](http://servicesaustralia.gov.au/) . See ‘Activity Level and Subsidised Care.’

<i><b>Hours of activity per fortnight</b></i>	<i><b>Maximum number of hours of subsidy per fortnight</b></i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity.

### **There are exemptions for parents who legitimately cannot meet the activity test requirements.**

Low-income families who do not meet the activity test can access 24 hours of subsidised care per fortnight under the Child Care Safety Net. Families who do not meet the activity test but have a preschool-age child attending preschool are eligible for 36 hours of subsidised care per fortnight. People with disability or impairment, including those who receive Disability Support Pension or an invalidity service pension or who have been diagnosed by a registered medical practitioner or clinical psychologist as impaired to a significant degree may be exempt from the activity test.

Families who need more than their available hours of subsidised care per fortnight due to exceptional circumstances can also apply to Centrelink for additional hours.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children's safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees. Families are entitled to receive Child Care Subsidy for up to 42 days where their child is absent, for example due to illness, public holidays and parental leave. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlined in the Family Assistance Law and there is evidence to support these.

### **Statements of Entitlement**

We will issue fortnightly Statements which include child/children's full name/s, date of care, date of payment, daily and weekly hours of care, absences, hourly fees and hourly and daily fee totals and the number of hours fees were reduced (eg by Child Care Subsidy) and total reduction amount. (Parents' My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

### **Invoices**

Invoices for the amount of fees payable in a period will be issued as part of the Statement of Entitlement. If families pay more than the fee amount required at the time, 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**

#### **Collecting your Child after 6:15pm Late Fee**

Please note that it is very important that all children are picked up from the Centre prior to closure of 6:15pm. To cover associated costs of keeping the centre open a Late Fee of \$2.00 per minute with a minimum cost of 15 minute or \$30.00. It may be waived at the discretion of the Approved Provider.

### **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. Children must also be signed in and

out by parents/guardians on the last scheduled day of their attendance for the Child Care Subsidy to apply. If this does not occur families are required to pay full 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:

- bond payments will be applied to outstanding debt amounts if held and
- the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, the Nominated Supervisor may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action may be added to the debt owed.

## **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

**Reviewed: 04/01/2021**

**Date for next review: 03/01/2022**

## Yeronga Child development Centre

### Statement of Childcare Fees 4<sup>th</sup> January 2021

#### Attendance fees per day 12-hour session:

Nursery: \$122.50

Toddlers: \$122.50

Jnr-Kindy: \$116.50

Kindy: \$116.50

The Centre will supply morning tea, lunch and afternoon tea, as well as sunscreen, nappies and wipes.

Fees are payable 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. The Centre does not offer "Make Up" days.

#### Other Fees:

Waiting list fee: \$50.00

Enrolment fee: \$50.00

The enrolment fee is non-refundable if your child does not take a place at our service. This enrolment fee will be taken off your first invoice once your child takes a place at our Service

Dishonoured Payment fee \$14.00

#### Holiday Fees:

The centre requires parents to give 2 weeks' notice in writing if holidays are to be taken. You are entitled to 4 weeks holiday per calendar year at a discounted rate, the days must be consecutive and your child must be absent for a minimum of one operating week, and the number of days allowed to be taken is to coincide with your current bookings. The holiday fee will not apply on a public holiday. A holiday fee of half your normal schedule fee excluding any Childcare benefits will be paid BEFORE going on holidays plus one-week normal fee in advance. If the fee is not paid the centre will be unable to guarantee a position on your return date.

## **Attendance fees per day 10-hour session:**

**Session Time:** 7.30am to 5.30pm

**Grace period:** 30 mins each side

Nursery: \$122.00

Toddlers: \$122.00

Jnr-Kindy: \$116.00

Kindy: \$116.00

An additional administrative charge applies if you drop off or collect your child outside of the grace period (but within the Centre operating hours). Early drop off or late pickup admin charge (outside of grace period) \$6.00 per 30 minutes or part. Min charge \$6.00 (within standard operating hours)

**Other Conditions:** Sessions are subject to availability. An additional late fee will apply if you pick up your child outside of normal operating hours charged at \$2.00 per minute with a minimum charge of \$30.00 (this is to cover staff overtime and allowances). We recommend speaking with the Centre Director who will be able to provide further details. Additional terms and conditions apply and may be subject to change.

**FEES EFFECTIVE FROM THE 4<sup>th</sup> January 2021**