

## Fees Policy

---

### 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.
-----	-------	--

### 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

- An annual family registration fee of \$15-00 is debited to your account upon lodgement of enrolment form. This is non-refundable if your child does not take a place at our service.

#### Fees must be paid:

- Weekly (unless alternative arrangements have been negotiated with the Director)
- by cash, cheque, direct deposit or B-point
- on time

Invoices are generated a week in arrears and will be emailed to you on a Wednesday. If you do not have an email address, please discuss with Director to make alternative collection arrangements.

#### Paying your Account

##### Methods of payment are:-

BPoint	credit card secure online payment service available via school website
Direct Debit	Flagstaff Hill School OSHC – details appear on your OSHC account
School Front Office	EFTPOS, cash, cheque or over the phone on 8270 1744 (Mon, Wed, Fri)
OSHC Room	cash or cheque (please note that we do not carry cash - for cash payments, any surplus amount will be credited to your account)
Classroom Cash Box	cash or cheque -place invoice and payment in an envelope

## Fee Structure

The full cost for care (before Child Care Subsidy reduction) is outlined below:-

Before School Care	\$11-50
After School Care	\$23-00
Pupil Free/School Closure Day	\$58-00
Holiday Care	\$58-00
Holiday Care Excursion/Incursion Day	\$65-00
Early Finish (end of term)	\$7-50 (2.15pm to 3.15pm)

Fees are reviewed annually.

## 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.

<b>Hours of activity per fortnight</b>	<b>Maximum number of hours of subsidy per fortnight</b>
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.

The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. Assessment asks families to provide information about their expected combined family income, activity level of parents and types of child care service being used.

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 outlines in the Family Assistance Law and there is evidence to support these.

### **Statement of Account**

We will issue weekly statements (with the child/children's full name/s, date of care, date of payment etc) detailing the fees paid and the amount of Child Care Subsidy received. (Parents' My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

### **Late Pick Up Fees**

Children must be collected by closing time. Families who do not collect their child before we normally close for the day will be charged a late fee of \$10 for every 5 minutes or part thereof they arrive past our closing time. This fee covers the cost of employing the staff required to supervise a child outside our operating hours.

### **Overdue Fees**

Families will be deemed as having outstanding fees when they are 14 days+ behind in a payment.

If families are having difficulty making fee payments they should immediately contact the Director to discuss fee payment arrangements. Our experience in these matters indicates that such difficulties, addressed early, are much easier to resolve than if they are left unattended. Information provided by families will be treated as strictly private and confidential.

The Nominated Supervisor (Director) will issue a friendly reminder email to any family who has outstanding fees:-

- ◆ after 14 days+ overdue, the Director will email the family advising of outstanding fees
- ◆ after 21 days+ overdue, a follow up email requesting payment of outstanding fees
- ◆ after 28 days+ overdue, the Director will telephone the family to request payment be made immediately
- ◆ if no payment has been received within 35 days+, the debtor must negotiate and sign a formal instalment agreement co-signed by a Governing Council representative. The agreement must detail the amount and due date for each instalment.

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 the Nominated Supervisor (Director) may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

The Approved Provider (Governing Council) without further notice will legally pursue the debt via various recovery options:-

- Option 1 Pursue the debt through the minor claims court
- Option 2 Engage the services of an independent debt collector

The Approved Provider (Governing Council) must approve the school undertaking legal action, based on the options above. The approval to pursue the debt must be minuted in the Governing Council minutes. The anonymity of the families involved must be preserved at all times.

Families will be advised that pursuing through a Debt Collection Agency has the potential to affect their credit rating and to seek professional advice.

## 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**

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

**[Education.gov.au/child-care-subsidy](http://Education.gov.au/child-care-subsidy)**

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Family Members
- Interested parties

**Reviewed: July 2018**

**Date for next review: July 2019**