



Jannali East Before and After School Care
Program Incorporated
ABN : 82 641 384 248
Provider Number: 555006 930H
P.O. Box 338 Jannali NSW 2226
Telephone: 0435 - 996806

Fees Policy

Considerations:

- **National Regulation 168**
(Education and care service must have policies and procedures)
- **National Regulation 172**
(Notification of change to policies or procedures)
- **National Regulation 173**
(Prescribed information to be displayed)

Sourced:

- Child Care Management System (CCMS)
- National Quality Standard: Quality Area 7.3

Related Policies & Documentation:

- Confidentiality Policy
- Enrolment and Orientation Policy
- Enrolment Form
- Delivery and Collection of Children Policy
- Governance and Management Policy
- Parent Handbook

Policy Statement:

Our service sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Procedures:

a) Bond:

- Upon being offered a place at the service, the family is required to pay an initial bond of two weeks fees in advance payment, as well as the Annual Administration Fee of \$40.00 per family, which is non-refundable.

- The bond secures a child's placement at the service, and is refundable at the termination of the child's place, provided that two weeks' notice in writing is given. The bond may be used to cover and/or settle your final account.
- Where the Nominated Supervisor believes the bond may create hardship or unreasonable barrier to a family enrolling in the service, he/she may reduce or waive the bond.

b) Membership:

- The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

c) Child Care Benefit:

- Most Australian families are eligible to receive Child Care Benefit. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB applied to their account, families must first register with the Family Assistance Office.
- In addition, the government provides an additional 50% tax rebate to families for out of pocket childcare expenses via the Child Care Rebate (CCR). CCR is paid fortnightly either to the family or the service. The service encourages families to authorise the CCR to be paid directly to the service.
- The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.

d) Bookings and cancellations:

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's place at the service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks child care fees to the service.

e) Absences:

- Fees are to be paid for the days that the child is booked into the centre, including days when the child is absent due to illness or family holidays and for public holidays, if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences.

f) Service closure:

- No fee is charged while the service is closed over the Christmas/New Year period.

g) Payment of Fees:

- Fees must be paid once invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service.
- Fees can be paid weekly, fortnightly, monthly or by the term but must be kept up to date and paid in advance for the following week.
- Casual and emergency care must be paid for on the day of care.
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.
- Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.
- If no previous arrangements have been made regarding the payment of overdue fees, the service will:
 - **After 1 week overdue:**
 - Send a reminder note regarding overdue fees
 - **After 2 weeks overdue:**
 - Write a letter reminding them to discuss any problems they may be having in paying fees with the Co-ordinator and informing them that their child's place may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.
 - **After 3 weeks overdue:**
 - Personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place if no arrangements can be made.
 - **After 4 weeks overdue:**
 - If no arrangements have been made to pay the fees or the agreement made has not been kept the child's place will be cancelled.
 - If the above procedures are not effective, details of unpaid fees should be referred to the Management to commence debt recovery procedures.

h) Debt recovery:

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
 1. An initial letter stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment.
 2. If payment is not received, families will be invited, by telephone, to attend a meeting with the Nominated Supervisor and Treasurer within 7 days to discuss a payment plan.

3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.

4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.

5. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

i) Late collection fee:

- The service operates from Monday to Friday during school terms. The Morning Session is from 6.30am to 8.30am, and the Afternoon Session is from 3.00pm to 6.00pm. Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$25.00 every fifteen minutes or part thereof after 6.00pm will apply.
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
- Wherever possible parents should advise the service when they will be late to collect their child.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss other options with them, and suitable arrangements made or the child's place in the service may be cancelled.

j) Methods of Payment:

- Fees can be paid by:
 - Direct Debit - from your bank account or credit card to the service's bank account. Details of the service's bank account are included in the Parent Handbook.
 - Cheque – made out to Jannali East Before and After School Care Program Inc.
- The service does not accept any cash payments.
- Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected (Regulation 172).

k) Confidentiality:

- All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

l) Increase of fees:

- The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days notice of any fee increase (Regulation 172).

m) Acknowledgement of responsibility to pay fees:

- Families are required to read and sign that they are aware of the fee structure and their responsibilities in this regard, as set out in the service's Enrolment Form.

Endorsement by the Service:

Considered and accepted by the Management Committee (representative):

Name Signature Date

Considered and accepted by the Staff (representative):

Name Signature Date

Considered and accepted by the Parents (representative):

Name Signature Date

Last Reviewed: January 2014

Next Review: January 2016