



## Fees Policy

### Aim

To provide a high-quality child care service at an affordable price within the guidelines of being a not for profit community organisation.

### Implementation

#### Fee amount, structure and other charges

- The centre's fees will be set by the Board in line with the budget. Fees will be reviewed at the end of the calendar and financial years.
- The fee structure may include, but not be limited too, discounting for full time and charging a higher loading for half days.
- Fees will be charged for public holidays and sick days.
- Fees will not apply during Christmas closure.
- The centre reserves the right to apply a \$2 per minute late penalty for collection outside of session times. The late penalty is a fine for breach of centre rules for a charge for additional service and does not qualify for CCB and CCR. The application of the late fee is at the discretion of the Nominated Supervisor.
- The centre reserves the right to pass on the cost of any dishonoured cheques or EFT payments to the account holder.
- The Board may adopt other charges that are in the interest of the centre.
- As a rule, the Board will endeavour to give families a minimum 28 days' notice of any changes to fees and charges including an explanation of why the changes are occurring. The Board may breach this rule if it believes that it is in the centres best interest.

#### Billing

- Invoice will be generated through the centre Bill and Booking System - Spike.
- Invoices will be issued weekly in arrears via email or parent pocket if the family does not have email.
- Invoices will include opening balance, fees charged, any government entitlements received, other charges (e.g. late fee), other goods or services (e.g. fundraising),

payments received and closing balance. Please note that if your closing balance is in brackets then you are in credit.

- Processing of the invoices will be the responsibility of the Nominated Supervisor or Assistant Director.
- Families have the option of receiving their invoices via a nominated email address or in paper form in the pockets at the centre.

### **Payment**

- Payment is through direct debit authorisation.

### **Bond**

- The centre will hold a bond of 2 weeks fees, excluding CCS and other entitlements. The bond amount will be monitored regularly and adjusted to reflect any changes in the fees or centre usage.
- Families that believe the application of, or adjustment to the bond would place them in financial hardship, can apply to the Nominated Supervisor and Treasurer to have the application or adjustment staged.
- The bond will be held for the period the family uses the centre and credited back to the account shortly before they leave. Any remaining unused bond will be paid back to the family by direct debit.

### **Family Tax and other Government Entitlements**

- The centre is approved for CCS. Entitlements are managed through the Child Care Management System (CCMS).
- Information about entitlements is available from Centrelink or the Family Assistance Website <http://www.humanservices.gov.au>
- While the centre's administration will assist families in claiming their correct entitlement it is ultimately the responsibility of the account holder to make the claim.

### **Overdue Fees**

- Any family who is four weeks behind with their fees will receive a **Friendly Fee Reminder** letter. The Nominated Supervisor is responsible for generating this.

- Families can make appointments to speak with the Nominated Supervisor regarding payments if there is a need to do so.
- Payment plans to reduce outstanding fees can be negotiated with the Nominated Supervisor with strict conditions. Continually not paying fees will put the child/rens place/s in the centre in jeopardy and further action may be necessary. This will be decided upon in conjunction with the Chair and Treasurer. This may include issuing additional reminder notices, phone calls and meetings with the Chair or nominated proxy, notice of temporary cancellation of the children's bookings at the Centre, notice of referral to a debt collection agency and possible legal action.
- At the end of each month, the Nominated Supervisor will send to the Treasurer an Accounts Receivable Summary of all outstanding balances and, where the amounts are material, will provide information as to action undertaken to recoup the fees.
- At the following Board meeting, the Treasurer will be responsible for reporting this as necessary, including what steps have been taken to date. The Board may ask for additional information or that further action be taken. Undertaking this will be the responsibility of the Nominated Supervisor in conjunction with the Treasurer and Chair.

## Sources

**Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.**

**CCMS Handbook**

**Education and Care Services National Regulations 2011**

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

**Family Assistance Website**

## Review

The policy will be reviewed annually.

**Last reviewed: November 2018**

**Date for next review: November 2019**