# A-6 Fees

## NQS

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| QA. 6.1.3 | Families are supported. |
| QA. 6.2.2 | Access and participation |
| QA. 7.1.2 | Management systems. |

## National Regulations

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| Reg. 168 | Education and care service must have policies and procedures |
| Reg. 171 | Policies and procedures to be kept available |
| Reg. 172 | Notification of change to policies or procedures |
| Reg. 181 | Confidentiality of records kept by approved provider |

## Policy Statement

We aim to provide a quality service which is affordable to all in the community. Fee levels will be set by Management each year on completion of an annual budget and according to the Centre's required income.

## Related Policies

- Concord OSHC Policy A-1: Hours of Operation
- Concord OSHC Policy A-4: Enrolment
- Concord OSHC Policy A-8: Dropping off and Picking Up
- Concord OSHC Policy A-11: Maintenance of Records
- Concord OSHC Policy A-15: Role of Management Committee
- Concord OSHC Policy A-17: Privacy and Confidentiality

## Procedure

### Setting Fees

Fees are to be set on an annual basis by Management, based on the annual budget and ensuring that the required income will be received to run the service efficiently and allow

for future needs.

Fees will be reviewed annually at a minimum based on attendance and the Centre's ability to meet the running costs. Parents will be given at least 14 days' notice of any changes in the fees as per Regulation 172.

An annual 'Membership Fee' as set by Management is charged per family, whether the child is permanent or casual. The service cannot be used without the payment of this fee (see A-4 Enrolment Policy). Enrolment will not be approved unless the membership fee has been paid.

A 'Late Pickup Fee' as set by Management, and visible in the fee schedule, will be charged when any parent or authorised person collects their children after the Centre's closing time (see A-8: Dropping Off and Picking Up Policy).

A 'Non-notification Fee' as set by Management, and visible in the fee schedule, is chargeable if:

- The centre is not notified of absence before the end of a permanent or casual booking for a morning session (the session fee will still be charged), or
- the Centre is not notified of absence before the commencement of a permanent or casual booking for an afternoon session(the session fee will still be charged), or
- attendance at a session without a booking being made.

**Fee Payment**

Once a fortnight, parents will receive the previous fortnights' invoice/statement of usage details via email. It is expected that this invoice is paid within seven days of receiving the statement. Parents may also pay in advance if desired.

The following methods of payment are accepted by the Centre:

- Direct Deposit / Internet Transfer
- Direct Debit (Ezidebit)

Direct Debit (Ezidebit) is the preferred means of payment. Families can sign up to EziDebit via the centre webserver, accessible from www.concordoshc.com.au , under the 'parents menu', 'EziDebit' tab. Bank account details for Internet Transfer appear on each fortnightly statement, and also on the centre website.

Families are required to include their name and parent code in the account description field of any internet banking payments to ensure automatic allocation of the payment. Payments made with no parent code will be processed into a holding account until the owner of the funds can be found.

Concord OSHC is a cashless Centre and therefore will be unable to accept cash or cheque payments.

A dated electronic receipt will be provided for each payment. All records will be kept confidential and stored appropriately.

All fees are payable for permanent bookings, regardless of attendance at the session. This includes times when the child is absent due to illness or other circumstances and exclusion from the Centre due to non-immunisation in the event of a vaccine-preventable outbreak. Child Care Subsidy (CCS) is paid for absent days, where eligible – up to 42 days of allowable absences per financial year. All statements are inclusive of CCS discounts if the child is a 'confirmed enrolment' for CCS purposes, and is entitled to any discounts.
Families will not be charged when the Centre is closed on Industrial Action Days and Public Holidays. Fees for before and after school care will not be payable during vacation care time frames.

To cancel a permanent booking, the changes must be logged online by 9.00am Friday the week prior to the change. If a booking, once cancelled, is then required within two weeks, all fees that would otherwise have been paid in the intervening period must be paid in full prior to the new booking being accepted. If no notice is given, the normal weekly fees are to be paid.

Parents may access particulars of their fees at any time via the centre webserver. If a Parent's enquiry regarding fees is particularly sensitive or complex, then an appointment should be scheduled with the Nominated Supervisor at an arranged time to ensure that proper supervision of the children attending the Centre is not compromised during these discussions.

**Parent entitlements for Fee Assistance**

The Centre is approved to offer Child Care Subsidy (CCS) to eligible families. This Subsidy is paid to the Centre. Families must apply for CCS through Centrelink and this can take many weeks. Once a family has been approved for CCS, they must provide their CRN details so the Complying Written Agreement (CWA) can be setup in the CCS system. Once the CWA has been setup, the parent must login to the Centrelink Online services portion of MyGov, select Child Care Subsidy, then select Enrolments, and confirm each child's enrolment and CWA details by clicking the actions button. No CCS will be returned to the centre until the enrolments and CWA details have been confirmed for Concord OSHC online. The Nominated Supervisor will ensure that all necessary forms are available and notices posted to inform parents of availability of CCS.

**Overdue Fees**

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor or Becklyn P/L, who handle collection of outstanding fees on behalf

of the Management Committee. Becklyn P/L will work with the Committee and will discuss and make suitable arrangements for payments as well as informing families of other avenues for financial support if required.

If no previous arrangements have been made regarding overdue fees the following procedure will apply:

- Invoice/Statements for the previous fortnight's usage will be forwarded to all families via their nominated email address on a fortnightly basis. The Centre will not take responsibility for email addresses incorrectly advised. Parent email addresses can be changed via the Centre Webserver.
- After receipt of invoice/statements, families are expected to pay the outstanding amount within 7 days. Any discrepancies or irregularities in their accounts should be brought to the attention of the Centre Director or Becklyn P/L. Parents also have the option of paying in advance should they wish to do so.
- If payment has not been received within 7 days, families are contacted by Becklyn P/L, via email with a reminder of outstanding fees.
- If there is no response to this email within a further 7 days, a phone call to the family is made. In the absence of extenuating circumstances, the family will be advised the due date they must make payment by, and that failure to make payment may result in their bookings being cancelled.
- In consultation with the Management Committee and Nominated Supervisor, failure to pay the balance in full by the date requested may result in the child's booking being cancelled.
- Any cancelled booking will only be reinstated once payment is received in full, and the family has signed up to Direct Debit.
- Should a situation occur in which a booking is cancelled more than twice due to non-payment of fees, the family's enrolment at the Centre may be terminated. The enrolment may only be reinstated when full payment is received, membership is paid and all documents registering the family with a direct debit payment system are completed.
- The Centre will pursue outstanding debts through normal commercial and legal means.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised.

## Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Department of Human Services – 'Assistance with Child Care Fees'

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