

Payment of Fees Policy

National Quality Standards (NQS)

Quality Area 7: Leadership and service management

7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
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National Education and Care Regulations

Quality Area 7: Leadership and service management

168	Education and care service must have policies and procedures
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PURPOSE

For parents to gain a clear understanding of the service fee structure, ensuring children's fees are paid on time.

SCOPE

This policy applies to children, families, staff, management and visitors of the service.

IMPLEMENTATION

The fee structure of the service includes but is not limited to:

General Fees

- Fees are charged on a daily basis and vary depending on the families Child Care Rebate (CCR) and Child Care Benefit (CCB) entitlements.
- Fees must be kept in advance of a child's attendance at all times
- Fees are to be paid **weekly through a direct debit system. If families wish to pay fees on a fortnightly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.**
- Fees are payable in advance for every day that a child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed
- Fees are charged at full days only (no matter what the attendance hours are)
- Casual days may be offered to families if available within the Service's occupancy
- Child Care Benefit (CCB) and Child Care Rebate (CCR) is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office Phone 136 150.
- Child Care Benefits and Childcare Rebates can be received as:
 - A reduction of fees through the service.
 - A lump sum payment to families at the end of the financial year that the Service is used in.

Payment of fees

- Fees are set up using the Service's direct debit systems either Ezidebit, Payway or Centrepay.
- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.
- A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider however you should speak to the Centre management as soon as you are aware that there is a problem with your financial situation.

Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding. A child's position will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the service will initiate its debt collection procedure.

Late Fees

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$20.00 per 10 minutes block and part thereof.
- A review of the child's enrolment will occur where families are consistently late.

Change of Fees

- Fees are subject to change at any time provided a minimum of two weeks written notice is given to all families

Termination of Enrolment

- Parents are to provide two weeks written notice of their intention to withdraw a child from the centre.
- If termination from the centre is required without notification, families can lose their Child Care Benefit (CCB) and Child Care Rebate (CCR) resulting in the payment of full fees to be charged.
- If a child does not attend the service on their last booked day this will result in cessation of care in accordance with Centrelink. Centrelink will forfeit your Child Care Benefit and Child Care Rebate and families will be required to pay the full fee to the service.

Responsibility of Management

- The Nominated Supervisor is responsible for the billing and administering fee recovery processes.
- Should families wish to discuss fees, they will need to see the Nominated Supervisor.

Source

- The Business of Child Care, Karen Kearns
- National Quality Standards

Review

Policy Reviewed	Modifications	Next Review Date
May 2018	Minor changes made to ensure compliance with regulations and government requirements.	March 2019

Outstanding Fee – First Reminder

<Insert date>

<Insert name>
<Insert address>

RE: OUTSTANDING ACCOUNT

Dear <Insert name>

This is a reminder that your account balance of \$<Insert Amount> was overdue as of <Insert Date>. Enclosed is a statement of account for your reference.

Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

<Insert name>
<Insert position>

Outstanding Fee – Second Reminder

<Insert date>

<Insert name>

<Insert address>

RE: SECOND REMINDER - OUTSTANDING ACCOUNT

Dear <Insert name>

We wrote to you recently reminding you of the outstanding amount of \$<Insert amount> for Invoice number/s <Insert invoice number/s>, but it appears to remain unpaid.

If you have any queries regarding its payment or if we can help you in any way please call. If not, please organise for settlement of this account immediately.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards

<Insert name>

<Insert position>

Outstanding Fee – Final Reminder

<Insert date>

<Insert name>

<Insert address>

RE: FINAL REMINDER - OUTSTANDING ACCOUNT

Dear <Insert name>

We have recently sent you a number of letters to remind you that the balance of \$<Insert amount> was overdue.

We ask again that if you have any queries or are not able to make full payment immediately, please contact us.

If neither of the above applies to your situation please organise for the settlement of the remaining balance by <Insert due date>.

Payment of your account has now well exceeded our normal credit facility, should your fees remain unpaid by the advised date your position at our service will be terminated and your account transferred to our Debt Collection Agency, who will implement strategies to recover the debt owed to the Service.

Regards

<Insert name>

<Insert position>