

Payment of Fees Policy

Policy Statement

Fun 4 U Helensburgh aims to provide a quality service which is affordable for all families. Fee levels will be set by management each year on completion of an annual budget in accordance with the centre's required income.

Links Education and Care Centres National Regulations 2018, National Quality Standard 2018

Regulations

- 168 Education and care service must have policies and procedures
- 172 Notification of change to policies or procedures

Quality Standards

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

Department of Education, Employment and Workplace Relations guidelines

Procedure

Please note: In response to the Australian Government's Coronavirus Emergency Response Plan and Public Health order implemented Fun 4 U is not to charge any fees to any enrolments that are currently not in attendance but remain enrolled in the service reviewed August 2021.

- Fees are to be set annually by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.
- Fees will be reviewed each term based on the attendance and the centre's ability to meet running costs. Parents will be given at least two weeks' notice of any changes to fees.
- An annual registration fee is payable for each family using the service upon enrolment or re-enrolment.
- The centre is approved to offer childcare subsidy. Families must contact Centre link and follow the required procedures. It is the families' responsibility to provide the service with the required information in this regard.
- Fees are due and payable two weeks in advance and can be paid weekly, fortnightly, monthly or by the term.
- Fee payments must be kept up to date.
- Casual booking fees should be paid on the day of use or immediately upon receipt of a statement issued by the service.
- Fees must be paid for all permanent days booked including times when the child is absent due to illness, family holidays and public holidays which fall in term time.
- Two weeks prior notice in writing is to be given should any changes to permanent bookings be required (email is acceptable).
- Fee payments can be paid by direct debit, cash or cheque. A dated receipt will be provided for each payment.
- Statements of account will be issued monthly.
- A statement of account will be provided more frequently if fees are in arrears or upon request.
- Vacation Care Fees are payable immediately upon receipt of a fee statement. Bookings made for a vacation care period can be cancelled at any time prior to the date bookings close. Once the cut

off date has been reached, all booked days, excursion and incursion costs must be paid for unless a medical certificate is provided.

Overdue Fees

- Parents have a responsibility to pay fees on time and are encouraged to discuss any difficulties they may be having in paying fees with the coordinator. The coordinator will discuss and make suitable arrangements for payment of fees.
- If no previous arrangements have been made regarding overdue fees, the centre will:
 - (i) After 2 weeks overdue – contact families to discuss any problems they may be having regarding payment of fees.
 - (ii) Advise families that their child's place may be cancelled if suitable arrangements regarding fee payment are not made.
 - (iii) After 4 weeks overdue if no arrangements have been made to pay the fees or an agreement has not been kept, advise the family that their child's place at the centre is to be terminated.
 - (iv) If the above procedures are not effective, management may commence debt recovery procedures.

Late Pickup of Child from the service

- The service closes at 6.30pm and is not insured to care for children after that time.
- Parents collecting children after 6.30pm will be charged a late fee as set by management. The current fee is \$1.00 per minute after 6.30pm.
- Wherever possible, parents must advise the centre if they are going to be late and make other arrangements regarding pick up of their children if possible.
- Should parents continually collect their children after 6:30pm, the coordinator will discuss other options with them and suitable arrangements must be made.
- Continual late pickups will result in cancellation of the child's placement at the centre.

Comments:

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