Fees and Payment Policy and Procedure

**National Quality Standards (NQS)**

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| Quality Area 7: Leadership and service management | |
| 7.3.2 | Administrative systems are established and maintained to ensure the effective operation of the service. |

**National Education and Care Regulations**

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| Quality Area 7: Leadership and service management | |
| 168 | Education and care service must have policies and procedures |

**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 Waratah All Year Care.

**IMPLEMENTATION**

The fee structure of Waratah All Year Care includes:

**Bond Payment**

* A bond consisting of 2 weeks full fee is to be paid in order to hold a child’s position at the service.
* The Bond payment will be refunded back to families when the child leaves the service.

**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 or fortnightly through a direct debit system.
* 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 session times only (no matter what the attendance hours are)
* 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. (136 150)

**Payment of fees**

* Fees are set up using EziDebit.
* The EziDebit forms will be in the enrolment pack and must be filled out prior to start date.
* Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements, or upon request.
* A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

**Debt Collection**

* On a weekly basis management will contact families who are indebted for a period greater than one week. These families have the option to pay the debt in full or organize a payment program via EziDebit with management. If neither of the options are taken, care will be ceased and legal action sought.
* A text message will then be sent, stating the overdue amount, and notifying that there is 7 days to pay with the name of the debt collector company it will then be handed on to.
* If unsuccessful a letter of demand will be sent to the family outlining the same information as above.
* If still unsuccessful it will then be handed to a debt collector, all debt collection costs and expenses will be passed on to the client.

**Financial Difficulties**

* If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorization of Leigh Metcalf at Waratah All Year Care.

**Late Fees**

* It is unacceptable to pick children up late from Waratah All Year Care. A late fee will apply where children are not picked up prior to closing time. Currently the fee is $1.00 per minute, per child.
* 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 one week notice of their intention to withdraw a child from Waratah All Year Care.
* If termination from Waratah All Year Care 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 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**

* Leigh Metcalf is responsible for the billing and chasing of fees.
* Should families wish to discuss fees, they will need to see Leigh Metcalf.

**Source**

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| * The Business of Child Care, Karen Kearns * National Quality Standards |

**Review**

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| Policy Reviewed | Modifications | Next Review Date |
| June 2017 | Minor changes made to ensure compliance with regulations and government requirements. | June 2018 |