

A-6 Fees

NQS

QA. 6.1.3	Current information about the service is available to families.
QA. 6.2.2	Current information is available to families about community services and resources to support parenting and family wellbeing.
QA. 7.3	Administrative systems enable the effective management of quality service
QA. 7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.
QA. 7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.

National Regulations

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

Bronte Activity Centre sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community.

The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

(a) Membership

The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.

As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

(b) Fee Review

Parents will be given 4 weeks' notice of any changes to the fees. Fees are based on the provision of quality care and will be kept as low as possible in order to provide high quality care, accessibility to all working parents, and good working conditions for staff.

(c) Child Care Rebate

Most families are eligible to receive the CCR. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCR applied to their account, families must first register with the Family Assistance Office. CCR is paid fortnightly to the centre.

After 8 consecutive weeks of the child not attending the centre the Child Care Service will cease the child enrolment.

It is the parent/guardian responsibility to notify the centre in order for the Nominated Supervisor to re-activate the enrolment.

Once this has been actioned the families will receive a notification via email in order for them to log into their MyGov account and re-confirm the enrolment.

It is the parents/guardian's responsibility to provide the centre with the right details regarding Child Care Rebate. Failure to do so will stop the system from applying the rebates to the families centre account.

(d) Bookings and cancelations

Bookings must be made in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.

Families wishing to cancel their child's place at the service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks child care fees to the service.

Vacation Care cancellations must occur at least one (1) week before the start of Vacation Care, otherwise, the full fee will apply.

(e) Absences

Fees are pay for sick days if those days fall on a day that a child is booked into the service. A medical certificate needs to be provided by the parent/guardian.

(f) Service closure

No fee is charged while the service is closed over the Christmas/New Year period.

(g) Fee payment

All payments to BAC must be through Direct Debit. All parents/guardians must sign a Direct Debit Authority. This debit can be taken from a Bank Account or Credit Card. No cash or cheques will be accepted by staff for fees or registration payments.

Statements/Invoices will be sent fortnightly via email for the two upcoming weeks. **Fees will be debited on the same day of receiving the Statement/Invoice.** Statements/Invoices will be delivered via email. It is the parent/guardian to keep their email addresses up to date.

It is also the parent/guardian's responsibility to make sure that there are adequate funds available for the debit. Any bank charges incurred due to default of this debit will be the responsibility of the parent/carer.

BAC encourages all parents to cross check their statements each fortnight to ensure the correct days and sessions are being charged and that the CCR is being applied accurately.

Arrears over **28 days** will result in cancellation of the child's out of school care booking except in exceptional circumstances. Families will receive **2 warnings** via email to their nominated email address and **1 phone call** prior to bookings being cancelled, however, it is the responsibility of each family to ensure they are up to date with payments. If any family is having problems paying please see the BAC Manager as soon as possible to work out an arrangement as per the BAC Hardship Policy.

In the case of permanent bookings, fees are paid for the days the child is booked into the Centre, including times when the child is absent due to illness or holidays. Fees will still be applied during extended periods of absence, unless care has been cancelled, with two weeks' notice in writing.

All fees must be finalised at the end of each term. BAC families will not be able to access their place(s) for the next term if the fees are not up to date. The BAC will not accept vacation care bookings from families with outstanding term accounts.

(h) Overdue fees

Parents are encouraged to discuss any difficulties that they may have in paying fees with the BAC Manager, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support if required, aligned with the BAC hardship policy.

If invoices remain unpaid after two payment periods with no response to requests, details of unpaid fees will be referred to the Centre Manager and use of BAC services will be suspended until payment of the account.

Arrears over 90 days will be forwarded to an independent debt collector unless an arrangement is in place as per the BAC Hardship Policy

(i) Late payment of Fees:

Fees that are more than 4 weeks overdue will incur a late fee of \$10.00 and a further \$10.00 for every week in arrears, unless arrangement is in place as per BAC Hardship Policy.

(j) Additional fees

Membership fee

There is a \$50 per family per annum fee.

No notification of absences for Permanent Bookings:

Parents must notify of a child's absence before the start of the after school care session by phone, email, in person or via the My Family Lounge App.

Parents who fail to notify the Centre will incur a 'failed to notify fee' of \$10.00.

A 'Non-notification Fee' of \$10 is chargeable if:

- the Centre is not notified of absence before the commencement of a permanent or casual afternoon booking (the session fee will still be charged), or
- A child attends a session without a booking being in place

Late collection of children - fees

Any parent who collects their children after 6pm will be charged a late fee as set by Management. Wherever possible parents should advise the centre when they will be late to collect their child.

Currently this fee is \$10 plus \$1 per minute for every minute late past 6pm.

This fee is to cover the additional staff costs incurred by the Centre. If children are not collected by 6.30pm the centre will contact Waverley Police.

If a parent continues to collect their child after 6pm, the Manager will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

Failure to comply with these policies repeatedly may result in cancellation of registration

(k) Confidentiality

All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.

Sources

- Educational 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'