



Annette's Place Inc

Payment of Fees Policy

Annette's Place is a not for profit Preschool and Child Care Centre that aims to provide the highest quality education service and care for children and to do this Annette's Place relies on families/guardians paying their fees on time to remain financially viable.

National Quality Standards (NQS)

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

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

PURPOSE

For families to gain a clear understanding of the Service fee structure, ensuring children's fees are paid on time and that there are consequences for failure to pay fees on time and/or the late collection of children.

SCOPE

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

IMPLEMENTATION

Annette's Place will determine the required fee level to meet budget predictions annually. The Annette's Place Management Committee reserves the right to amend fees at any time if necessary, providing families are given two weeks' notice in the event of an increase. All staff will be expected to familiarise themselves with all organisational policies.

Security Payment

When a place is offered and a date identified for the commencement of care a security payment is required to be paid by no later than five days after the position being offered. The payment will be calculated on the basis of the number of enrolled days per child in one week and a flat rate per service, which are as follows:

- Long Day Care - \$45 per day per child
- Pre-School - \$25 per day per child
- After School Care - \$10 per day per child



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The Security Payment must be paid prior to the commencement date. The security payment will not be refunded if the child does not commence at the Centre on the agreed date and the required notice has not been provided to the Centre in writing (see Notice Periods).

Where there is an increase in days attended the increased security payment due must be paid prior to the commencement. Where a security payment refund is due to the family, because of reduction in days attending, families may request a refund due in writing. If a family chooses not to request the refund at this stage, the full security payment will continue to be held by Annette's Place until the child leaves the service and is fully refundable, provided that all fees are paid up to date and the required notice in writing has been provided.

Notice Periods

Any change to the number of days or termination of a regular enrolment is subject to two weeks' notice period in writing. Periods when the Centre is closed (annual shut down and public holidays) do not count towards notice periods.

When enrolment patterns have been offered by the Centre and accepted by families for the following year during the annual enrolment process, two weeks' notice in writing is required for any change. The Security payment will be forfeited for all days cancelled.

Enrolment Patterns

Families will be offered a regular pattern of attendance during the annual enrolment process or throughout the year as vacancies occur. Additional Occasional Care days can be booked where licensing requirements can be maintained. The cost of Occasional Care will be added to the next fee statement. No swapping days or make up days is permitted for regular bookings.

Occasional Care and Vacation Care positions are not required to pay a security deposit. Enrolments for Occasional Care can be taken two weeks in advance. Enrolments for Vacation Care can be taken from the day that the Vacation Care program is released. Occasional Care and Vacation Care bookings will only be



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taken if Direct Debit forms have been completed by the family. Two days' notice in advance is required for cancellation of Occasional Care and Vacation Care bookings otherwise the relevant fee will be charged.

General Fee Information

Fees are charged daily and vary depending on the Child Care Subsidy which will be paid directly to the Centre.

Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:

- The age of the child (must be 13 years or under and not attending secondary school)
- The child meeting immunisation requirements
- The individual, or their partners, meeting the residency requirements.

Families level of Child Care Subsidy will be determined by:

- Combined family income
- Activity level of parents
- Type of child care service

Child care fees are charged for days booked, irrespective of whether the child attends the centre, regardless of the actual hours attended, including absence due to holidays or illness. Fees are not charged when the Centre is not open due to the Annual Closure, Public Holidays or a Child Free Day. Fees are paid in arrears after care has been provided. This is so that determination for Child Care Subsidy based on the information provided by the family and the correct rate is charged.

Child Care Subsidy is not applicable to our Preschool service as it is co-funded by the State Government.

A mandatory annual membership fee for each family must be paid in accordance with the Model Constitution, under the Associations Incorporation Act 2009, which forms the structure within which the Service operates. A fee of \$20 per family will be charged each calendar year.



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When families cease care and provide the required notice in writing, the security deposit will be re-applied to their account and a statement of fees will be provided estimating the fees owing based on attendance until the last day of their notice period.

All families are required to complete a Direct Debit form for payment of fees. In the interests of employee safety, no cash payments will be accepted by Annette's Place under any circumstances.

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Direct Debit from a nominated bank account must be arranged prior to the child commencing care. Written authority is required for Direct Debits to commence and must be made on the appropriate form which is available from the Office. Direct Debits will occur in accordance with each individual family's Direct Debit form, unless prior notice is provided. Families may pay fees directly into the Annette's Place bank account (details can be obtained from the Office) to keep their fees up to date, avoiding a Direct Debit being taken from their account. The Direct Debit immediately prior to the shutdown period at the end of the year will include any additional fees in order to bring all families accounts up to date. Any changes to bank account details must be provided at least one week in advance of the next Direct Debit. Families eligible for Centrepay deductions are to consult with office staff to arrange for this to be implemented.

Outstanding Fees

It is the responsibility of the family to ensure that sufficient funds are available and that the correct bank account details are provided to ensure that fees are processed smoothly. Should a Direct Debit be unsuccessful (dishonour) families will be contacted and required to immediately bring fees up to date by making a deposit into the Annette's Place Bank Account. If the full amount cannot be paid a payment plan will need to be arranged and signed. If a family fails to make a payment under a payment plan Annette's Place reserves the right to cancel the child/ren's enrolment and commence legal action or engage a debt recovery agency to recover the debt.



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Continued Direct Debit dishonours will place a child's enrolment in jeopardy. Following the third occasion of Direct Debit dishonour in a calendar year an administration fee of \$20 for every dishonour thereafter will be charged to the account in recognition of the additional time taken to re-process fee payments. If a family withdraws their child/ren and they have an outstanding debt, a debt recovery agency will be engaged to recover the debt. Families experiencing severe financial hardship making fee payment temporarily difficult should make an appointment to speak to the Director.

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

- Families 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 Subsidy resulting in the payment of full fees to be charged.
- If a child does not attend on their final day of enrolment, families will lose their Child Care Subsidy and the full will be charged.

Fee Differential

Annette's Place charges a higher long day care rate for children aged under three years due to the higher number of staff required to care for this younger age group. Families will be charged the over 3 years rate from the first fee week after the child's third birthday.

Late Collection Fees

Annette's Place is not licensed to have children in attendance after 6:00pm. This is a breach in the Education and Care Regulations. Annette's Place is not able to have children enrolled for preschool hours in attendance after 3:30pm as this is a breach in staff: child ratio requirements. A late fee of \$20 for every 10 minutes (or part thereof) will be charged for each child not collected on time.

Families need to ensure they arrive with sufficient time to complete all tasks at the Centre by collection time. Should a family be late more than three times within a calendar year, they will be asked to show cause as to why their child's enrolment should not be terminated.



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Statements

Statements will be issued to families on a weekly basis. This statement will be compliant with requirements for claiming Child Care Subsidy

Responsibilities

- The Administration Officer is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see the Administration Officer.
- Should families require a payment plan, they will need to see the Administration Officer who will discuss the proposed plan with the Director prior to approval

Please note the Administration Officer is only accessible between the hours of 8:00am and 2:30pm each day.

Families will:

- Read and follow the services Fees Policy

Source

- The Business of Child Care, Karen Kearns
- National Quality Standard
- Revised National Quality Standard
- www.humanservices.gov.au
- www.mychild.gov.au

Review

Policy Reviewed	Modifications	Next Review Date
March 2017	Minor changes made to ensure compliance with regulations and government requirements.	March 2018
October 2017	Updated references to comply with the revised National Quality Standard	March 2018
March 2018	Changes made to comply with Regulation and changes to Child Care Subsidy	March 2019