

# PAYMENT OF FEES POLICY

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

## RELATED POLICIES

Arrival and Departure Policy Enrolment Policy Governance Policy	Orientation of New Families Policy Privacy and Confidentiality Policy Termination of Enrolment Policy
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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 and that there are consequences for failure to pay fees on time.

## SCOPE

This policy applies to management and families of the Service.

## IMPLEMENTATION

The fee structure of the Service includes:

### General Fees

- Fees are charged daily and vary depending on the Child Care Subsidy (which replaced the Child Care Benefit and Child Care Rebate in 2018). The Child Care Subsidy will be paid directly to the Service.
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:
  1. The age of the child (must be 13 years or under and not attending secondary school),
  2. The child meeting immunisation requirements,
  3. The individual, or their partners, meeting the residency requirements.
- Families level of Child Care Subsidy will be determined by:
  1. Combined family income,
  2. Activity level of parents,
  3. Type of child care Service.
- Fees must be kept two week's in advance of a child's attendance.
- Fees are to be paid weekly
- Fees are payable for every day that a child is enrolled at the Service. This includes unnotified days, sick days, and family holidays but excludes periods when the Service is closed.
- Fees are charged at full time (regardless of the actual attendance hours on any day) or nominated hours on enrolment.

Casual days may be offered to families if available within the Service's license.

### Payment of fees

- Fees are to be paid direct into the Service's bank account. These details can be found on the statement.
- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.

### Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.

### 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 if the fees are still outstanding. A child's position will be terminated if payment has not been made after three weeks, for which the family will receive a final letter terminating the child's position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.

### Late Fees

- Our Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- 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 \$10.00 for the first 10 minutes or part thereof and \$1.00 per minute thereafter will be charged for each child collected after designated closing time.
- A review of the child’s enrolment will occur where families are consistently late with fee payment.

### Change of Fees

- Fees are subject to change at any time provided a minimum of four 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 Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged.

### Responsibility of Management

- The Nominated Supervisor is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see the Nominated Supervisor.

### Source

Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).

Guide to the National Quality Standard. (2017).

Revised National Quality Standard. (2018).

### REVIEW

POLICY REVIEWED	June 2020	NEXT REVIEW DATE	June 2021
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## 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 to 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>