FEES

POLICY STATEMENT:

The Nanyima Centre Inc. 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.

PROCEDURES:

**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) Child Care Subsidy**

* Most Australian families are eligible to receive some Child Care Subsidy. Families who are eligible for the subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with Centrelink and provide the service with relevant CRN’s.
* The service will provide families with information relating to Additional Child Care Subsidy.

**c) Bookings and cancellations**

* Each family is expected to make bookings 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.

**d) Absences**

* Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
* The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.

**e) Service closure**

* No fee is charged while the service is closed over the Christmas/New Year period, during public holidays or pupil free days.

**f) Payment of Fees**

* Fees must be paid once invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service. (Regulation 168).
* Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

**g) Debt recovery**

* The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
* Where a family owes any overdue fees to the service, the child’s place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:

1. An initial letter stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment.

2. If payment is not received, families will be invited, by telephone, to attend a meeting with the Nominated Supervisor and Treasurer within 7 days to discuss a payment plan.

3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.

4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.

5. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

**h) Late collection fee**

* The service operates from 7.30am to 9.15am and 3pm to 6pm. Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of $20 per 15 minutes will apply.
* The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
* In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
* Families who are continually late collecting their children, without a valid reason, may jeopardise their child’s place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

**i) Method of Payment**

* Fees can be paid by Direct Debit from your nominated bank account or credit card. Completion of our Direct Debit form will be required before your child commences. Fees will be debited on a fortnightly basis in advance.
* Families will be given a minimum of fourteen days’ notice of any changes to the way in which fees are collected (Regulation 172).

**j) 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.
* Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

**k)** **Increase of fees**

* The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days’ notice of any fee increase (Regulation 172).

**l) Acknowledgement of responsibility to pay fees**

* Families are required to read and sign Section 9, *Payment of Fees* and Section 10, *Disclaimer/Informed Consent* of the service’s Enrolment Form.

CONSIDERATIONS:

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| **Education and Care Services National Regulations** | **National Quality Standard** | **Other Service policies/documentation** | **Other** |
| 168, 172, 173 | 7.3 | * Enrolment Form * Enrolment & Orientation Policy * Delivery & Collection of Children Policy * Confidentiality Policy * Governance & Management Policy * Parent Handbook | * Child Care Management System |

ENDORSEMENT BY THE SERVICE:

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| **Approval date: \_\_\_25 June 2018\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date for Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |