

A-4 Fees

National Quality Standards (NQS)

7.1	Governance supports the operation of a quality service.
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

Education and Care Services National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 172	Notification of change to policies or procedures

Policy Statement

At West Ryde Before and After School Care Inc. we aim to meet the needs of the parents in our local community who either work, study or have other commitments, by operating during days and hours that allow them to reasonably get to and from work, place of study or to their activity.

Related Policies

- Arrival and Departure Policy
- Bookings Policy
- Enrolment and Orientation Policy
- Hours of Operation Policy
- Policy Development and Review Policy
- Privacy and Confidentiality Policy
- Role of management Committee Policy

Procedure

Setting Fees

Fees will be set on an annual basis by the Management Committee, based on the annual budget and ensuring that sufficient income received to run the service effectively. Parents will be notified at least 14 days prior to any change in fees, as per Regulation 172 of the *Education and Care Services National Regulations 2011*. A membership Fee is payable per family, per calendar year, at the time of enrolment/re-enrolment. If a family enrolls in Term 3, the Membership Fee is halved. If a family enrolls in Term 4, the full fee is charged and will rollover to the following year.

Current fee schedule as follows:

Membership Fee:	Term 1 & 2 - \$30
	Term 3 - \$15
	Term 4 - \$30 (includes Term 4 and the annual membership fee for the following year)
Vacation Care Base:	\$70
Vacation Care Max:	\$120
Before School Care:	\$13 (Permanent)
	\$18 (Casual)
After School Care:	\$24.50 (Permanent)
	\$29.50 (Casual)

Fee Payment

Statements of charges will be emailed to families each week for the preceding week’s charges, Payment of this account is expected within 7 days. The Centre’s method of payment is via Direct Debit (Debit Success). The Centre will not accept cash.

Transaction fees apply for direct debit. Bank transactions will incur a charge of \$0.95 per transaction, and credit card transactions (Visa/Mastercard) will incur a charge of 2.53% of the total transaction amount. AMEX transactions will incur a charge of \$4.40%. These charges will be automatically deducted with your total balance each week.

Fees are to be paid for the days the child is booked into the Centre, including times when the child is absent due to illness or holidays. CCS is paid for sick days, up to 42 days of allowable absences per session, per financial year, as per Family Assistance Law.

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information given in writing upon request.

Booking Charges

A notification period of 2 weeks applies for cancellation of permanent bookings. This will ensure there is no charge for those sessions. If a permanent booking is cancelled within the notification period, charges will still apply. See Bookings Policy for further information.

Parent Entitlements for Fee Assistance

The Centre is an approved Child Care Centre, allowing eligible families access to the Child Care Subsidy (CCS). The subsidy is paid directly to the Centre. Families should follow the online application process to claim the CCS, via their myGov account.

Basic requirements that must be satisfied for an individual to be eligible to receive CCS 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 CCS will be determined by:

- Combined family income
- Activity level of parents
- Type of Child Care Service

The Nominated Supervisor will ensure that families are informed of the availability of the CCS at the time of enrolment. All documentation and record pertaining to the CCS will be kept for 7 years, as required by the Department of Education and Training.

Overdue Fees

Parents are encouraged to discuss any difficulties they may have in paying fees with the Director, or the Service Administrators. The Administrators will discuss and make suitable arrangements for payment of fees as well as informing parents of other avenues for financial support when required.

If no previous arrangements have been made regarding overdue fees, the Centre will:

After 2 weeks overdue: A reminder will be sent out and parents will be given the opportunity to discuss any problems they may be having in paying fees with the Director as well as the Service Administrators. The parents should be informed that their child's place at the Centre may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.

After 4 weeks overdue: An appointment will be made with the parent and the Director or Management Committee to discuss the problem and advise of the imminent cancellation of their child's place if no arrangement can be made.

If no arrangements have been made to pay the fees or the agreement made has not been kept, the child's care can be cancelled.

If the above procedures are not effective, details of unpaid fees should be referred to the Management Committee to commence debt recovery procedures.

Late Fees

Any child collected after 6:00pm will incur a \$20 fee for the first 10 minutes and \$10 for every 5 minutes or part thereof.

If a child is not collected by 6:30pm and no contact can be made with parents or emergency contacts, then staff members are to place the child under the supervision of a carer organised by the Nominated Supervisor. This may be a staff member of Department, or the Police, or a member of the Management Committee.

Wherever possible, parents should advise the Centre when they will be late to collect their child.

If a parent continues to regularly collect their child after 6:00pm, the Director will need to discuss other options with them and suitable arrangements made, or the child’s bookings with the Centre may be cancelled.

Non-Notification Fee

Parents must notify the Centre prior to the session starting that their child/ren will not attend. If no notice is given for a child’s absence prior the start of a care session, a \$15 Non-Notification Fee will be charged. Parents will receive three warnings via email notifications on each occurrence. On the fourth occurrence, the \$15 charge will be applied. All notifications are delivered via email. This process will reset at the beginning of each calendar year.

Not Signed in/out

Parents must sign their child/ren in/out of a care session using their personal login details. Failure to sign child/ren in/out will incur a \$15 fee along with an accompanying email notification, on each occurrence.

Sources

- Child Care Subsidy – Services Australia
- Education and Care Services National Regulations 2011
- Family Assistance Guide – Department of Communities and Justice
- National Quality Standard – Australian Children’s Education and Care Quality Authority
- Privacy Act 1988

Date Endorsed: 01/01/2024

Date of Review: 14/05/2024

Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202310	- Updated Fees for direct debit - Updated permanent booking procedure	Staff	
v.2.202307	- Updated sources to reflect departmental name - Updated Before and After Fees	Staff Committee	
v.2.202303	- Updated Vacation Care Fee - Updated late fee no contact time to 6:30pm - Minor wording changes	Committee Staff	
v.2.202209	- Update of fee cost		
v.2.202103	- Removal of different payment methods - Updated membership fees - Minor wording changes	Staff	

v.2.202005	<ul style="list-style-type: none"> - Changed wording to Overdue Fees - Included max Vacation Care fee 		
v.2.201902	<ul style="list-style-type: none"> - Updated links to NQS, National Regulations - Removal of “fees payable for public holidays’ as fees are not charged for sessions which fall on a Public Holiday - Included current fee schedule and statement on Membership Fee payable - Allowable absences adjust from 41 days to 42 days as per Family Assistance Guide - Added paragraph relating to cancellation of bookings - Adjusted Fee Assistance paragraph to include CCS and remove CCB/CCR information - Clarification on late fees, non-notification and non-signage fees 	<p>Staff</p> <p>Staff</p> <p>Staff</p> <p>Legislation</p> <p>Staff</p> <p>Change to Family Assistance Benefits</p> <p>Staff</p>	