



FEES POLICY

Date: June 2018

Version: 1

Last Amended By: Michelle Higson

Next Review: June 2019

1 Aim

Giggles and Atlas Childcare centre aims to provide high quality early education and care for children we need to ensure we are financially viable at all times. Our service's financial health and access to our service will be maximised by ensuring families are aware of all fees and fee payment requirements upon enrolment.

2 Overview

- Educators
- Children
- Staff
- Families
- Management

3 Definitions, Terms & Abbreviations

Term	means
CCS	<ul style="list-style-type: none">• Child Care Subsidy
CCSS	<ul style="list-style-type: none">• Child Care Subsidy System
FAO	<ul style="list-style-type: none">• Family Assistance Office

4 Responsibilities for the Approved Provider

The Approved Provider of an education and care service must -

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011.
- Review the current budget to determine fee income requirements.
- Develop a fee policy that balances parents/guardian's capacity to pay, with providing a high-quality program and maintaining service viability.
- Consider any issues regarding fees that may be a barrier to families enrolling at the service and removing those barriers wherever possible.
- Parents are able to access online their accounts at any stage.
- Ensuring that the Fees Policy is readily accessible at the service.
- Notify parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.
- Ensure a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service.

5 Responsibilities of the Nominated Supervisor/Accounts department

The Nominated Supervisor of an education and care service must –

- Provide parents/guardians with a fortnightly statement of fees and charges.
- Collect all relevant information and maintaining relevant documents regarding those with entitlement to concession, where applicable.
- Notify parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.
- Ensure a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service.

6 Responsibilities of the Educators

The Educators of an education and care service must –

- Referring parent/guardian's questions in relation to this policy to the Approved Provider or Nominated supervisors.

7 Responsibilities of the Family/Guardian

The Family/Guardians of an education and care service must –

- Read this policy and referring any questions, queries or concerns to the nominated supervisor.
- Obtain a Customer Reference Number from Centrelink as soon as practical before or after enrolment at the service.
- Record the arrival and departure times.
- Provide documentation for additional absence days as required.
- Provide 2 weeks' notice of withdrawal from service. If child does not attend during this 2 weeks' notice period full fees will be chargeable i.e. no CCS reductions are possible.
- Notify the Approved Provider/Nominated Supervisor/Account department if experiencing difficulties with the payment of fees.

8 Fee Payable/Accounts

- The Approved Provider will determine the required fee level to meet budget prediction for the year.
- The fee schedule and fees payment policy will be fully explained to families during the enrolment process.
- Fees payable will be based on either daily.
- Families will be given minimum of 14 days' notice of any fee increase.
- The same fee will be charged to all families for equivalent care arrangements.
- A statement of fees will be sent to parents/guardians monthly, in accordance with Australian Government Guidelines, will be provided for each payment.
- Families are required to pay fees on public holidays if the holiday falls on their regular booked day.
- Fee payment will be recorded according to Australia government Guidelines. Families may also view details about their child care usage and total fees charged and the fee reductions calculated by the Centrelink office (FAO) on the View Child Care Attendance online statement available through the FAO website.
- Families should contact the service to advise of their child's inability to attend as soon as this is known. Fees will still be required on days the child would normally attend.

9 Child Care Subsidy (CCS) and the Child Care Subsidy System (CCSS)

- Our service will comply with the Australian Government requirements to be an approved education and care service for the purposes of Child Care Subsidy. The online Child Care Subsidy System (CCSS) reporting requirements and any other requirements for claiming and administering Child Care Subsidy will be maintained by the service.

- It is the enrolling family's responsibility to complete and lodge their activity test with Centrelink to outline their benefits.
- All fees are charged reported to the CCSS. Each family's eligibility for Child Care Subsidy is then calculated and the service is then forwarded these funds. Deductions may then be made to each individual family's accounts.
- Any changes in a family financial circumstance may result in cancellation or reduction of their CCS. It is the family's responsibility to contact Centrelink if they wish to dispute this or discuss it further.
- CCS will be deducted from a family's fee within 14 days of the service being notified of the amount via CCSS.
- Families will only be eligible for CCS if child care attendance records are accurately completed and signed by the family or other responsible adult, and other eligibility requirements are met.
- Families are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally attend on that day, and fees have been charged.
- Additional absence can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences.
- All documentation pertaining to CCS will be kept for the specified period of time and made available to the Australian Government on request.

10 Payment of Fees

- Fees are payable Monday fortnightly and must be paid two weeks in advance.
- Fees must be paid via Ipay.

11 Overdue Fees

Parents/guardian with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.

Overdue fees will incur a \$20 weekly late fee per family if not communication is made from the family to the accounts department regarding the outstanding amount.

If this is not done, or the agreed arrangements are not kept, the matter may be referred to a debt collector and/or cancellation of the child's booking may occur.

12 Late Collection charge

- Our service reserves the right to implement a late collection charge when parents/guardians have not collected their child/ren from the service before closing time. The amount is clearly displayed on the late collection form when the parent arrives.

13 Related Documents

- Australian Children's Education and Care Quality Authority (ACECQA) - www.acacqa.gov.au
- National Quality Standard Quality Area7: Leadership and Service Management – Standards 7.3
- CCB Information www.humanservices.gov.au

14 Related Statutory Obligations & Considerations

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011
- Family Law Act 1975 (Cth), as amended 2011

15 Amendment History

Version	Amendment	Short Description
1	Policy template reformatted	Policy template reformatted – use of different headings to make clearer reading.

This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on them.