

Fees

Part II Section A-4

Policy statement.

We aim to provide a quality service that is affordable. Fee levels will be set by management each year in accordance with the Centre's required income. Current Child Care Benefit and Tax Rebates will be considered when setting fee structures.

Considerations.

Child Care Benefit (CCB)

Tax rebates

Confidentiality and maintenance of records.

Procedure.

Setting fees

- * Fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the Centre efficiently.
- * All fees and charges will be in accordance to the current fee structure in the parent handbook (see attached appendix A "fee structure") and will be reviewed by the committee at monthly meetings if needed to ensure the centre meets its financial obligations. Parents will be given at least 2 weeks notice of any changes in the fees.

Fee payment

- * The annual enrolment fee must be paid in advance on enrolment. This money is non-refundable and is to secure the child a place at the Centre. Fees can be paid weekly, fortnightly, monthly or by the term but must be kept up to date and paid in advance for the following week.
- * The \$100.00 per child bond must be paid on enrolment; this bond will be credited to the family account when 2 weeks written notice is given to cancel care.
- * Permanent bookings will be charged at the centre's current permanent rate. The permanent booking rate is for parents who book their children into the centre on permanent days, where 2 weeks written notice is needed to change or cancel bookings.
- * Permanent Bookings secure a place for the child at the Centre. Permanently booked days must be paid for even if the child is absent.
- * Casual Bookings will be charged at the centre's current casual rate. The casual booking rate is for parents who only need one off days or have irregular bookings, Casual bookings may not always be available, and parents need to check with the centre supervisor before your child attends.
- * Casual bookings are subject to priority of access guidelines. The supervisor must be contacted before sending the child to ensure a place is available.
- * The casual fee must be paid in advance, and will still be charged if the child is absent.
- * Fees are to be paid for the days a child is booked into the Centre, including times when the child is absent due to illness or holidays. CCB is paid for sick days, with Doctors certificate or other supporting documents. CCB will be paid for no more than 42 days per financial year, without explanation.
- * Parents must give at least 2 weeks notice to the centre supervisor to change or cancel current bookings.
- * Fees will be charged for 2 weeks from the date of notice given to cancel bookings.
- * If a child is marked absent for the 2 weeks after notice is given to cancel care, absent days will be charged as full fees, CCB entitlements do not apply for children who do not attend care in the 2 week notice period.

Fees can be paid via,

- * Netbank, Activity Centres Inc. BSB 062224 Account 00903590 – enter Childs name in description box.
- * Eftpos, EFT machine is located at Girraween. Families using any of our other centres will need to fill in a fee payment envelope for a one off transaction or for monthly debit; monthly debit will be done on the first Friday of each month for the month in advance.
- * Cheque, made out to Activity Centres Incorporated.
- * Cash, cash will not be accepted on Friday afternoons.
- * Cash and cheques are to be placed in a sealed envelope (available at the Centre) with child's name and amount enclosed written clearly on the envelope. The envelope is then to be placed in the fees box, located on the sign off table at each centre. DO NOT hand fees directly to staff.
- * Please see the supervisor or co-ordinator to make any alternative fee payment arrangements.

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- * Receipts can be issued and a statement of account can be printed upon request to the centre supervisor.
- * 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.

Parents entitlements for fee assistance

- * The Centre is approved for Child Care Benefit (CCB) to eligible families.
- * Parents and carers should contact the Family Assistance Office (FAO) if further information is needed for CCB.
- * It is the parents responsibility to contact Centrelink and obtain a customer reference number (CRN) for themselves and their children.
- * It is the parents responsibility to supply the centre with the following 4 important pieces of information
 1. Parent Customer Reference Number from Centrelink
 2. Parent Date of Birth
 3. Each Childs individual Customer Reference Number from Centrelink
 4. Each Child's Date of Birth
- * All financial records will be kept for 7 years, and / or per Government legislation.

Overdue fees

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.

In default or prompt payment of the account in full, you undertake to indemnify us and pay all costs and expenses and/or Debt Collection Agency fees, which we may incur in recovering from you any outstanding/overdue amounts. (Under provisions of the Privacy Act 1988 (amended 2001) we may give information about you to a Credit Reporting Agency to allow such agency to maintain a credit information file containing information about your credit worthiness).

If no previous arrangements have been made regarding overdue fees

At end of each month: Send a reminder notice regarding overdue fees including the current sundry fee.

After 2nd month overdue: Send a statement advise that the account is being sent to debt collection and inform that the child's place may be cancelled if suitable arrangements cannot be made within the next week to pay outstanding fees.
If no payments have been made in the agreed time or the agreement made has not been kept the child's place will be cancelled.

Late fees

Any parent who collects their children after 6.30pm will be charged the current late fee for every minute after 6.30pm. Wherever possible parents should advise the Centre when they will be late to collect their child. If a parent continues to collect their child after 6.30pm, the Co-ordinator will need to discuss other options with them, and suitable arrangements made or the child's place at the Centre will be cancelled.

Non-notification fees

Any parent that fails to inform the Centre of their child's absence will incur a non-notification fee per day.

Fees for public holiday

When a Public Holiday falls on a day where your child is booked into care, your normal daily fee rate will be charged and will not be calculated as an initial absent day. Public Holidays are calculated as an additional absent days.

Reviewed and updated by committee on 31st March 2010