

# FEES

## **POLICY STATEMENT:**

**SHARE** 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:**

### **Child Care Subsidy**

Child care subsidy is the payment made by the Government to assist families with the costs of child care. It is paid directly to the service and passed on to the families as a fee reduction. Families are required to make co-contribution to their child care fees and pay the service the difference between the fee charged and the subsidy amount. The service is not directly involved in the calculation of a family's entitlements this is a matter between the family and Centerlink.

The family is responsible for ensuring the Centerlink has processed their information and they have logged on through My Gov to confirm their enrolment at the service.

Families should ensure they provide true and complete information to Centerlink for the purposes of claiming Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debt that need to be recovered at a later date by Centerlink and/or the service.

In the event of a dispute between Centerlink and the family or the failure of Centerlink to make a payment of subsidy to the family full fees are payable until such time as the subsidy is reinstated.

### **Bookings and cancellations**

- Each family is expected to make bookings in advance, for the care sessions required. However, with the use of the QK app, families can now add an extra morning/ afternoon or absent their child from any booking made previously. Bookings will only be accepted when families have completed SHARE's Enrolment Form in full.
- Cancellations. A minimum of 5 working days is required to be given if you want to cancel or adjust any care booked for your child or children during our Before, After and Vacation school Care program. Cancellations are to be in writing, an email will suffice.

### **Absences**

Absences will still be charged as per you booking on those days where the 5 working days minimum notice is not given. I.e. sick days, play dates.

Family Holidays: Families who are taking extensive family holidays can request that their children be un-enrolled for the duration of their holidays and re-enrolled upon their return. This will alleviate absences. Family holidays are classified as 1 week or more away from the service. Request will need to be in writing, an email will suffice.

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.

Absences will be reflected on the family's statements that they receive weekly.

**All other days that your child does not attend on a booked in day will be charged as per your booking. (Sick days, play dates etc.)**

### **Service closure**

- No fee is charged while **SHARE** is closed over the Christmas/New Year period.

### **Payment of Fees**

- Fees are paid via direct debit. Families will be provided with a statement of fees charged by SHARE (Regulation 168). This will be emailed on a Thursday to all families and the monies owed is removed from their nominated bank account on Monday. stated due date.

### **Debt recovery**

- The Approved Provider reserves the right to take action to recover debts owing to **SHARE**. This can include the engagement of debt collectors to recover the monies owed. The family will be responsible for all fees associated with recovering the debt.
- 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. As fees are paid by direct debt not having sufficient money in the nominated account automatically produces a late fee.
  2. If payment is not received, families will be invited by telephone, to attend a meeting with the nominated supervisor and Treasurer if available 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

### **Late collection fee**

- **SHARE** operates from 7am – 6pm Educators are unable to accept children in **SHARE** 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 **SHARE** will be displayed prominently within **SHARE** (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 **SHARE**. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

### **Methods of Payment**

SHARE has a direct debt system which is attached to Qk enroll – My family lounge. The direct debt form is required to be filled out when enrolling your child in SHARE.

Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

### **Confidentiality**

- All information in relation to fees will be kept in strict confidence. Educators, 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, by viewing their details thru my family

lounge.

### 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).

### CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/ documentation	Other
168, 172, (2) 173	7.3	<ul style="list-style-type: none"><li>Enrolment Form</li><li>Enrolment &amp; Orientation Policy</li><li>Delivery &amp; Collection of Children Policy</li><li>Confidentiality Policy</li><li>Governance &amp; Management Policy</li><li>Parent Handbook</li></ul>	<ul style="list-style-type: none"><li>Child Care subsidy System</li></ul>

### ENDORSEMENT BY SHARE:

Approval date:	Date for Review:
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