

## Fees Policy

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### NQF

QA7	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
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### Aim

To ensure families are provided with flexibility and guidelines which will allow fees to be paid regularly and in a way that suits their needs, and also ensure the effective operation of the service.

### Who is affected by this policy?

Parents

Management

### Implementation

- The following outlines the how fees can be paid.
- Fees must be paid on the first morning you
- Child attends the service for the week.
- Fees must be kept up-to-date.
- Fees will be paid via direct debit set up through the Hub Hello portal, educators will not be responsible for collecting cash payments for fees.
- Fees are payable for every day that your child is enrolled at the service inclusive of absences including absences due to illness, public holidays and family holidays.
- The CCS replaced the Child Care Benefit and Child Care Rebate on 1 July 2018. This subsidy is paid directly to early childhood providers and passed on to families as a reduction in child care fees.
- Child Care Subsidy (CCS) is available to all eligible families. To find out eligibility, families can contact Centrelink in person, online or by phone.

To get Child Care Subsidy (CCS) you must:

- care for a child 13 or younger who's not attending secondary school, unless an exemption applies
  - use an approved child care service
  - be responsible for paying the child care fees
  - meet residency and immunisation requirements.
- Please provide child and account holder CRN numbers and date of birth upon enrolment.

This will enable Centrelink to forward any of your CCS entitlements.

Account statements are emailed to families early in the week, and balances owing need to be paid by the end of the week. Parents are to open statements and check all monies paid have been receipted accordingly.

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### Temporary Financial Hardship

From time to time, families may experience temporary financial hardship due to an unforeseen circumstance/s. If this occurs, please contact us immediately and we can try and help you to apply for additional financial assistance with Centrelink. We will exhaust all avenues to ensure your children can continue to exercise their right to access early childhood education regardless of adverse any financial circumstances that are temporarily impacting their family.

### Late fees

Late fees are charged at \$2 per minutes for every minute after 6pm.

We suggest that you authorise local friends or family to collect children if unplanned delays occur when travelling to the service.

### Aged Balances and Late Payment Fees

The following late fees are charged to aged balances:

20 to 30 days overdue: \$10

31 to 60 days overdue: \$20

61+ days overdue: \$40

A charge of \$9.00 will be billed to the account holder in the event of a dishonoured cheque.

The service reserves the right to also reduce days booked where fees are chronically outstanding. To arrange to pay aged balances in instalments please contact us, and in which case, some late fees may be avoided.

### Debt Collection

When an account becomes 65+ days overdue, debt collection proceedings commence, in such case associated debt collection fees are also incurred by the account holder.

Final account balances recovered by debt collection will reflect the outstanding child care fees, late fees accrued and all associated debt Collection costs.

Towards the end of your child's placement at this service, please provide four weeks' notice. Four weeks full fees will be added to the account's final balance in the absence of four weeks notice. Centrelink also has a policy which does not pay the CCS for absences at the end of the notice period so please ensure your child attends their last day in order to be able to claim your CCS for their last day/s.

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Centrelink will not pay CCS for absences prior to a child's first day of attendance and if they are absent for their first day/s then their attendances will not attract CCS. CCS is activated on the child's first physical day of attendance and is deactivated after their last physical day of attendance.

### **Sources**

**Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.**  
**Education and Care Services National Regulations 2011**  
**Family Assistance Legislation Amendment (Child Care) Act 2009**

### **Policy updated**

**17/4/2024**