

A-6 Fees

NQS

QA. 6.1.3	Families are supported.
QA. 6.2.2	Access and participation
QA. 7.1.2	Management systems.

National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies or procedures
Reg. 181	Confidentiality of records kept by approved provider

Policy Statement

We aim to provide a quality service which is affordable and accessible to all in the community. Fee levels will be set by Management each year on completion of an annual budget and according to the Centre's required income. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Related Policies

- Concord OSHC Policy A-1: Hours of Operation
- Concord OSHC Policy A-4: Enrolment
- Concord OSHC Policy A-8: Dropping off and Picking Up
- Concord OSHC Policy A-11: Maintenance of Records
- Concord OSHC Policy A-15: Role of Management Committee
- Concord OSHC Policy A-17: Privacy and Confidentiality

Procedure

Setting Fees

Fees are to be set on an annual basis by the Management Committee, based on the annual budget and ensuring that the required income will be received to run the service efficiently

and allow for future needs.

Fees will be reviewed annually at a minimum based on attendance and the Centre's ability to meet the running costs. Parents will be given at least 14 days' notice of any changes in the fees as per Regulation 172.

The service is an incorporated Association and as such, parents/guardians enrolling their child in the service are bound by rules of the Association for the period of the child's enrolment.

As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

An annual 'Membership Fee' as set by Management, and visible in the fee schedule, is charged per family, whether the child is permanent or casual. The service cannot be used without the payment of this fee (see A-4 Enrolment Policy). This fee will be charged to the parent account on finalisation of the enrolment, and debited in next debit cycle

A 'Late Pickup Fee' as set by Management, and visible in the fee schedule, will be charged when any parent or authorised person collects their children after the Centre's closing time (see A-8: Dropping Off and Picking Up Policy).

A 'Non-notification Fee' as set by Management, and visible in the fee schedule, is chargeable if:

- The centre is not notified of absence before the end of a permanent or casual booking for a morning session (the session fee will still be charged), or
- the Centre is not notified of absence before the commencement of a permanent or casual booking for an afternoon session (the session fee will still be charged), or
- attendance at a session without a booking being made.

A "Non-Sign In/Out fee" as set by the Management Committee will be charged when a Parent/Guardian or Authorised Nominee fails to sign in at drop off or at pick up. Signing In/Out is a legal requirement and consequences for families and the centre may be severe should proper procedure not be followed.

We understand that there may be times when the log in may not work or the child has not been entered in the system as yet, so this means the parent/guardian or authorised nominee is required to inform staff member so that they can sign in.

Children must be signed in by a parent or guardian and cannot do it themselves. Should a parent, guardian or authorised nominee forget or not know their username and password, they must see a staff member so that it can be emailed to them.

Fee Payment

Once a fortnight, parents will receive the previous fortnights' Invoice / Statement of usage details via their nominated email address. Where there is an uneven number of school weeks in a school term, the statement with the final week's charges will be emailed as a single week cycle. The Centre will not take responsibility for email addresses incorrectly advised. Parent / Guardian email addresses can be changed via the Centre Portal.

Upon receiving a statement, any discrepancies or irregularities in a family account should be brought to the attention of the Nominated Supervisor or Becklyn ASAP.

Following enrolment, parents/guardians can maintain their debit details online via the portal, accessible from www.Concordoshc.com.au, under the 'parents menu', 'EziDebit' tab. Concord OSHC is an EziDebit only centre. This means Direct Debit is the only method of fee payment available. All families enrolling with Concord OSHC will need to enter bank account / credit card details as part of their enrolment via the online portal. Families will have their nominated bank account/credit card debited two days following statements being emailed. There are fees associated with the use of EziDebit, visible in the Fee schedule, and accepted by parents when signing up through the portal.

Where a Family's nominated bank account/credit card dishonours, notification will be sent from Becklyn via email, requesting immediate payment and advising what actions are required to ensure future debits are successful. Dishonour Fees, visible in the Fee Schedule, may be charged by both Concord OSHC and EziDebit.

Families wishing to be considered for an EziDebit exemption need to email the Parent Management Committee (via the Centre email address) stating the reasons for such a request. Where an exemption is granted, Parents / Guardians will be expected to pay any outstanding amounts (listed on their statement) within 7 days. Failure to meet the payment terms will result in the overdue fees clause being applied.

All fees are payable for permanent bookings, regardless of attendance at the session. This includes times when the child is absent due to illness or other circumstances and exclusion from the Centre due to non-immunisation in the event of a vaccine-preventable outbreak. Child Care Subsidy (CCS) is paid for absent days, where eligible – up to 42 days of allowable absences per financial year. All statements are inclusive of CCS discounts if the child has a 'confirmed enrolment' for Concord OSHC and is entitled to any discounts. Families will not be charged when the Centre is closed on Industrial Action Days and Public Holidays. Fees for before and after school care will not be payable during vacation care time frames.

To cancel a permanent booking, the changes must be logged online by 9.00am Friday the week prior to the change. If a booking, once cancelled, is then required within two weeks, all fees that would otherwise have been paid in the intervening period must be paid in full

prior to the new booking being accepted. If no notice is given, the normal weekly fees are to be paid.

Parents may access particulars of their fees at any time via the centre portal. If a Parent's enquiry regarding fees is particularly sensitive or complex, then an appointment should be scheduled with the Nominated Supervisor at an arranged time to ensure that proper supervision of the children attending the Centre is not compromised during these discussions.

Parent entitlements for Fee Assistance

The Centre is approved to offer Child Care Subsidy (CCS) to eligible families/guardians. This subsidy is paid to the Centre. Families/guardians must apply for CCS through the Centrelink and this can take many weeks. Once a family has been approved for CCS, they must provide their CRN details so the Complying Written Agreement (CWA) can be setup in the CCS system. Once the CWA has been setup, the parent must login to the Centrelink Online services portion of MyGov, select Child Care Subsidy, then select Enrolments, and confirm each child's enrolment and CWA details by clicking the actions button. No CCS will be returned to the centre until the enrolments and CWA details have been confirmed for Concord OSHC online. The Nominated Supervisor will ensure that all necessary forms are available and notices posted to inform parents of availability of CCS.

Overdue Fees

Parents / Guardians are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor or Becklyn, the Centres Administration Provider, who handles collection of outstanding fees on behalf of the Management Committee. Becklyn will work with the Management Committee and Parent / Guardian to make suitable arrangements for payments as well as informing parents / guardians of other avenues for financial support if required.

If no previous arrangements have been made regarding overdue fees the following procedure will apply:

- If payment has not been received within 7 days (from the statement send date), families are contacted by Becklyn P/L via email, with a reminder of outstanding fees, requesting payment within 2 business days.
- If following the next statement send, fees are still outstanding (from 7 days post statement send date), another reminder will be sent requesting payment within 2 business days.
- Prior to the next statement sent but following the two consecutive reminder emails being sent, a phone call to the parent / guardian is made to confirm receipt of email and email address and establish a payment plan. This may involve payment of fees

in full. Where a parent cannot be reached by phone, a message will be left, and an email sent confirming the circumstances and required action.

Failure to respond to the phone call / email or make payment as per the agreed payment plan will result in referral of the debt to the Management Committee, and recommendation of all future bookings being cancelled. The outstanding amount may be forwarded onto a Debt Recovery Agency. If a collection agency is engaged to recover monies, the parent will be liable for any costs, charges, commissions and expenses reasonably and properly payable to such collection agency and/or solicitors relating to the recovery of such sum.

Bookings will only be reinstated after proof of payment of fees has been provided and received by the service.

- Should a situation occur in which bookings are cancelled more than twice due to non-payment of fees, the enrolment at the Centre will be reviewed. The Management Committee will decide on the appropriate action.
- The Centre will pursue outstanding debts through normal commercial and legal means.
- Where a family is consistently late with making payment, this will be referred to Management for appropriate action. This may include the requirement for prepayment of bookings.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Department of Human Services – ‘Assistance with Child Care Fees’

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