

Warradale Community Children's Centre acknowledges the traditional custodians of the land we live on today and we pay our respects to the Aboriginal and Torrens Strait Islander People past, present and emerging.



## Fees and Debt Collection Policy

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Quality early education and care provides the foundation for children's development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the

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Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

That child care fees are paid on time.

### **Aim**

For parents to gain a clear understanding of the Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

### **Implementation**

Fees are charged one week in arrears. Fees can be paid weekly or fortnightly by direct debit, Eftpos, bank transfer and centre pay. No cash is accepted for fees to ensure the security of children, families and staff.

Warradale Community Children's Centre is not for profit. Fees are charged in order to cover the cost of running the centre. This mean that all monies received is used to provide the best education and care for all children. Fees are set by the Management Committee and are reviewed regularly to ensure that the centre remains viable.

Fees are payable for every day that your child is enrolled in the centre and includes public holidays and sick days which are charged at the normal rate. The centre will be closed between Christmas and New Year at no charge. The centre requires 2 weeks' notice in writing for holidays to receive 50% fee reduction. A full week is your child's normal booking, with a maximum of 3 weeks in any financial year.

A receipt will be issued for all fees, via the weekly invoice. This will include the child/ren's full name/s date of care, date of payment and amount paid.

50% staff discount is applied on gap fee and the account should be up to date.

### **Waiting List Application**

A \$20 administration fee is required when lodging a waiting list application (including electronically) or enrolment form. This does NOT guarantee a place and is non-refundable.

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## Cancellation of Child Care Bookings

2 weeks written notice is required when cancelling care.

## Overdue Fees

The following steps will be actioned to recover outstanding fees

1. One week late with payment of child care fees the account holder will receive a Friendly Fee Reminder on the tax invoice.
2. Accounts that are 4 weeks overdue will receive a notice of intent to cancel bookings if fees are not paid within 7 days or a payment plan has been implemented.
3. Staff discount will be removed.
4. Outstanding debts will be forwarded to the Centre's debt collection agency, which will incur additional costs that will be added to the outstanding debt.

## Temporary Financial Plan

Families experiencing temporary financial hardship due to changed circumstances are encouraged to make an appointment to speak to the Director regarding a Payment Plan or Special Child Care Benefits Application.

Payment Plans which are not honoured will result in cancellation of childcare and the debt will be forwarded to the Centre's debt collection agency.

## Daily Fees and Child Care Subsidy

The daily fee from July 31st, 2023 is \$126 per day. Child Care Subsidy (CCS) is available for eligible families through Centrelink and the My Gov website.

Registering for CCS is required along with the Customer Reference Numbers prior to enrolment.

Session Care	Fees
10-hour	\$126
9-hour	\$126
Full day care-7am to 6:30pm	\$126

Employees are eligible for 50% discount on gap fees.

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### **Late Fees**

Late fees of \$30 then \$1 a minute thereafter are applied for late collection of children after 6.30 pm

### **Levies**

The Centre does not charge any additional levies for nappies, care for Under Two's or equipment /resources for children. Our music program, Hey Dee Ho incurs a fortnightly session fee of \$5 (free for Under Two's) This optional session is billed to your account each fortnight.

### **Fundraising**

There are a number of fundraising activities held throughout the year. The fundraising target is not included in the Centre's budget and all fundraising monies go towards the purchase of children's equipment.

### **Evaluation:**

This policy is viewed as working effectively when fees are paid on time and Warradale Community Children's Centre is in a financially secure position.

### **Source**

Forbes Children's Centre

Australian Children's Education and Care Quality Authority (ACECQA)

PSC National Alliance

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### Record of Policy Adoption and Amendment:

Version	Date	Details	Author	Next Review Date
1.0	19/9/17	Policy developed	Trish Cook	June 18
1.2	10/6/18	Changes made regarding CCS and update the new NQS	Trish Cook	June 2019
1.3	29/5/19	Update fees	Trish Cook	June 2020
1.4	30/6/21	Will review as needed. Updated fees.	Dian Faranda-Pluke and Lori Hart	27/723
2.0	27/7/23	Session care added, Updated fee, staff discount.	Poornima Radhakrishnan	31/12/24