

BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE INC

MANAGEMENT

Title: FEES

Status: Current

Date of Origin: July 2012

Policy No: P 12

Last Reviewed: Feb 2020

POLICY STATEMENT

Brisbania Before & After School & Vacation Care Centre 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. Brisbania Before & After School & Vacation Care Centre ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

PROCEDURES:

(a) Bond

Upon being offered a place at the service, the family is required to pay a one off fee of \$50.00 as a security bond and an annual equipment levy of \$25.00.

The bond secures a child's placement at the service, and is refundable at the termination of the child's place, provided that two weeks' notice in writing is given. The bond may be used to cover and/or settle your final account.

(b) Membership

The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment. Membership of the Association is a requirement before a child/ children can attend Brisbania Before & After School & Vacation Care Centre. As a member of the Incorporated Association, parents are entitled to voting rights at any General Meeting held by the service, (section 4 of the Brisbania Before, After School & Vacation Care Centre Constitution), and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

A membership fee of \$2.00 is payable on an annual basis which will be added to the equipment levy on your first statement.

(c) Childcare Subsidy

Most Australian families are eligible to receive Child Care Subsidy. Families who are eligible for the Federal Government's Child Care subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCs applied to their account, families must first register with the Family Assistance Office.

Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [myGov](#). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses.

(d) Bookings and cancellations

Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full and are a paid member of the Association. Families wishing to make changes to their child's bookings at the service are required to provide two (2) weeks written notice, or they are liable to pay the equivalent of two weeks child care fees to the service.

(e) Absences

Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service unless two weeks' notice is given.

The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences. If your child is going to be absent from after school care please phone the centre before 12.00 pm or a late notification fee - \$20.00, will apply if the staff have to make a phone call to locate where your child is.

(f) Service closure

No fee is charged while the service is closed over the Christmas/New Year period or on public holidays.

(g) Payment of Fees

Fees must be paid once Invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service (Regulation 168).

Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor. All fees for the current school term must be up to date before any vacation care bookings will be processed.

(h) Debt recovery

Brisbania Before & After School & Vacation Care Centre reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.

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 7 days for full payment, or arrangement of a payment plan. **(All payment plans must be in**

writing and approved by the Office Manager) A late fee of \$10.00 per week will be added to the account.

2. If neither full payment nor a payment plan is received within 7 days, a final letter will be issued, giving 7 days for full payment of account.
3. Failure to pay the account in full within the 7 days will result in the account being forwarded to the centre's debit collection agency. The child/ren will no longer be permitted to attend the service.
4. Failure to make payments as outlined in the approved payment plan will result in termination of the plan agreement; remaining fees will be due and payable immediately. Child/ren will no longer be permitted to attend the centre effective immediately.
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.
6. Vacation Care fees must be paid in advance prior to your child/ren attending vacation care. Bookings for vacation care will not be accepted if there is any outstanding fees for Before, After or Vacation Care.

(i) Late collection fee

The service operates from 6.30am-8.30am before school care, 2.50pm-6.30pm after school care & 7.00am-6.30pm vacation care. Should children be present after the closing time, a late fee of \$20.00 every 15 minutes will be charged. This is to cover the wages of the staff members involved.

The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).

Please refer to Policy no: 37 Late Pick Up Policy

(j) Methods of Payment

Fees can be paid by:

- Direct Debit - from your bank account or credit card to the service's bank account leaving a reference of the family's surname. Details of the service's bank account are included in the Parent Handbook.
- Debit Success.

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

(k) Confidentiality

All information in relation to fees will be kept in strict confidence. Members of staff, management or Brisbania Before & After School & Vacation Care Centre, 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, or particulars of fees will be available in writing to families, upon request.

(l) Increase of fees

The fees are set by the Brisbania Before & After School & Vacation Care Centre 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).

(m) Acknowledgement of responsibility to pay fees

Families are required to read and sign *Disclaimer/Informed Consent* of the service's Enrolment Form.

CONSIDERATIONS:

Education and Care Services National Regulations: 168, 172, and 173.

National Quality Standard: 7.3.

Other Service policies/documentation:

- Enrolment & Orientation Policy
- Enrolment Form
- Delivery & Collection of Children Policy
- Confidentiality Policy
- Governance & Management Policy
- Parent Handbook
- Brisbania Before & After School & Vacation Care Centre Constitution: Section 4

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