

## Payment of Fees

**Policy statement:** Glenelg Community Child Care Centre (**GCCCC/the Centre**) is committed to providing all families the opportunity to enrol their children at the Centre, with a clear, transparent, fair and inclusive fee structure.

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management System	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care service must have policies and procedures
170	Policies and Procedures to be followed
172	Notice period (fees)

### Enrolment/Bond

Families must return completed enrollment form that includes the signed payment agreement to the Director a month before commencement of care. On enrolment, families will be asked to pay a bond of one week's fees. The bond will be held by the Centre and will be refunded once the child's enrolment at the Centre has ended and all outstanding fees are met.

### Fees

Fees are charged as per the child's booked sessions of care. Fees charged by the Centre are based on a session fee, irrespective of the actual hours of attendance. Fees are required to be paid via Direct deposit (BSB & Account located on statement) or via the xplor App through X-Pay.

### Absences from service

Families are requested to contact the Service if their child is unable to attend a particular session. Families must still pay the gap'

Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances.

### Illness

If a child is absent due to illness, families will be charged the full fee for booked care.

### Public Holidays

Families will be charged the full fee for booked care.

### Annual Leave/ Planned Leave

Provided that families give the Director 14 days' notice that the child will be on annual leave, families will be charged 50% of the normal fee for booked care during the annual leave period. A child will be entitled to take a maximum of four weeks (pro rata) per year annual leave at the reduced fee. Thereafter, families will be charged the full fee for booked care.

### Late Pick Up

Parents will be charged a late pick-up fee for collecting a child after 6:00pm in accordance with the Centre's late Pick Up Policy. It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$10.00 per 10 minutes block or part thereof will be incurred by the family.

### Maintenance Levy Fee

A Maintenance Levy Fee will be charged twice yearly in February and August for the purpose of facility maintenance. The amount of the maintenance levy will be reviewed every 12 months.

### **Payment of Fees**

Invoices for fees will be rendered one week in arrears. Invoices will be emailed to families on the date of issue and it is each families responsibility to collect their account from their email server. Accounts will be emailed to the address provided by families on the Centre's enrolment form.

### **Non Payment or Late Payment**

Payment of each invoice must be made within 14 days of the date of an invoice. If payment is not made within 14 days, families will be sent a written reminder affording them a further 7 days in which to pay the amount of the invoice. If the full amount is not received within 14 days from the date of the written reminder, a review of the child's enrolment will occur where families are consistently late with fee payment and may result in cancellation of care. The Centre may commence a debt recovery process to recover outstanding fees.

### **Genuine Hardship**

GCCCC recognises that families may experience financial hardship during the period of the child's enrolment. Families are encouraged to discuss any difficulties they have in meeting payments with the Director. Cases of financial hardship will be referred to the Child Care Management Committee to consider a repayment arrangement. The Management Committee is under no obligation to extend any time for payment or enter into payment arrangements.

### **Method of Payment**

All monies are to be paid by cheque, cash, electronic funds transfer into the nominated bank account of the Centre, or direct debit via Xplor.

### **Child Care Benefit**

Families are responsible for payment of the full fee rendered until the child's childcare benefit confirmation is received by the Centre. Families will be responsible for registering their child's attendance on My Gov and providing the Director or Admin Officer reference numbers for their child and account holder.

Fees are charged daily and vary depending on the Child Care Subsidy. The Child Care Subsidy will be paid directly to the Service.

Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:

- The age of the child (must be 13 years or under and not attending secondary school)
  1. The child meeting immunisation requirements
  2. The individual, or their partners, meeting the residency requirements
- Families level of Child Care Subsidy will be determined by:
  1. Combined family income
  2. Activity level of parents
  3. Hourly rate cap

### **Cancellation of Care**

Families must provide two weeks' notice, in writing, to cancel a child's enrolment. If a family fails to provide two weeks' notice, full fees will be charged for the period. All outstanding fees must be paid in full prior to the child's departure.

### **Review of Fees**

The Management Committee will review fees on an **annual basis** and will provide families with no less than 2 weeks' notice of any change to fees prior to implementation.

- **Links to other policies:**
- Governance and management of the service
- Enrolment and orientation
- Waiting list policy

**Sources:** National Quality Framework (2018)  
Current Child Care Practices  
Glenelg Community Child Care Constitution.

**Date:** June 2023

**Next review date:** June 2024

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