

A-6 Fees

NQS

QA. 6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
QA. 7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
QA. 7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

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

Sylvania Heights Before & After School Care Activity Centre Inc. 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 Centre is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Related Policies

- SHBASC Policy A-1: Hours of Operation
- SHBASC Policy A-4: Enrolment
- SHBASC Policy A-6 (Part B): Fee Schedule
- SHBASC Policy A-8: Dropping off and Picking Up
- SHBASC Policy A-11: Maintenance of Records
- SHBASC Policy A-15: Role of Management Committee
- SHBASC 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 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 / Guardians will be given at least 14 days' notice of any changes in the fees as per Regulation 172.

Current Centre fees can be viewed on the Centre's Fee Schedule.

Membership / Registration

The service is an Incorporated Association and as such, parents / guardians enrolling their child in the service are bound by the 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 / Registration Fee', as set by the Management Committee 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). Enrolment will not be approved unless the Membership / Registration fee has been paid and proof of payment has been produced.

Additional Fees

A 'Late Pickup Fee' as set by the Management Committee, and visible in the fee schedule, will be charged when any parent / guardian 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 the Management Committee, and visible in the fee schedule, is chargeable if:

- the Centre is not notified of absence before the commencement of a permanent or casual booking (the session fee will still be charged), or
- a child attends 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 out 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 your log in may not work or your child has not been entered in the system as yet, so this means that you are required to inform a staff member so that they can sign in.

Children must be signed in by a parent or guardian and cannot do it themselves. Should you forget or not know your username and password, please see a staff member so that it can be emailed to you.

Fee Payment

Invoice / Statements for the previous fortnight's usage will be forwarded to all parents / guardians via their nominated email address on at least a fortnightly basis.

The Centre will not take responsibility for email addresses incorrectly advised. Parent / Guardian email addresses can be changed via the Centre Webserver.

Families using Esidebit will have their nominated bank account/credit card debited two days following statements being emailed. It is expected that all other Families make payment of this invoice within seven days of the statement being emailed. Parents / Guardians may also pay in advance if desired.

The following methods of payment are accepted by the Centre:

- Direct Debit (Esidebit)

Commencing Term 2, 2018 all enrolling families will be required to sign up to Direct Debit (Esidebit). Direct Debit is the preferred means of payment for all other families. Parents / Guardians can sign up to Esidebit online via the Centre Webserver.

Any existing family completing their 2018 enrolment after the commencement of Term 2, 2018 wishing to make payment of their fees via internet banking or self-deposit at a CBA branch will be required to contact the Centre Director for an exemption from Esidebit.

- Internet Banking (Direct Credit)

Bank account details for Internet Banking appear on each fortnightly statement, and also on the centre website. Parents / Guardians are required to include their name and parent code in the account description field of any internet banking payments to ensure automatic allocation of the payment. Payments made with no parent code will be processed into a holding account until the owner of the funds can be found.

- Self-deposit at CBA with an encoded deposit book

Deposit books can be arranged for parents / guardians upon request. Enquiries can be directed to the Nominated Supervisor. SHBASC is a cashless Centre and therefore will be unable to accept cash or cheque payments at the service.

A dated electronic receipt will be provided via email for each payment made. All records will be kept confidential and stored appropriately.

Overdue Fees

Parents / Guardians are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor or Becklyn P/L, who handle collection of outstanding fees on behalf of the Management Committee. Becklyn P/L 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:

- Families on EziDebit
 - Where a Family's nominated bank account/credit card dishonours, notification will be sent from Becklyn P/L via email.
 - Where two consecutive dishonours occur, Becklyn P/L shall consult with the Management Committee President and Nominated Supervisor, to discuss possible cancellation of bookings
 - Receipt of invoice / statements, parents / guardians for EziDebit payments will be emailed upon receipt of cleared funds from EziDebit.
- Families using Direct Credit/Encoded Deposit Books
 - Invoice / Statements for the previous fortnight's usage will be forwarded to all parents / guardians via their nominated email address on at least a fortnightly basis. The Centre will not take responsibility for email addresses incorrectly advised. Parent / Guardian email addresses can be changed via the Centre Webserver.
 - After receipt of invoice / statements, parents / guardians are expected to pay the outstanding amount within 7 days. Any discrepancies or irregularities in their accounts should be brought to the attention of the Nominated Supervisor or Becklyn P/L. Parents / Guardians also have the option of paying in advance should they wish to do so.
 - If payment has not been received within 7 days, parents / guardians are contacted by Becklyn P/L, via email with a reminder of outstanding fees.
 - If there is no response to the request for payment email, a phone call to the parent / guardian is made. In the absence of extenuating circumstances, a payment arrangement / plan is agreed upon and the parent / guardian advised that failure to make payments in line with the arrangement / plan may result in their bookings being cancelled.

- Families whose payment has not been received and are 4 weeks in arrears or more, will be afforded 2 reminders from either Becklyn P/L or a member of the Parent Management Committee to make payment in full of their outstanding balance. After 2 reminders, the family will be required to commence use of Ezidebit for payment of fees. Failure to enter Ezidebit details via the webserver will result in care being cancelled.

Please note: If there is no response to the phone calls, Becklyn P/L will ask the Nominated Supervisor to speak directly with the parent / guardian to confirm they are receiving the communications and ask the parent / guardian to make contact with Becklyn P/L.

If the parent / guardian still fails to contact Becklyn P/L as requested, Becklyn P/L shall consult with the Management Committee President and Nominated Supervisor, to discuss next steps.

- Should a payment arrangement / plan fail to be met by the parent / guardian, Becklyn P/L shall consult with the Management Committee President and Nominated Supervisor, to discuss possible cancellation of bookings.
- If it is decided that bookings are to be cancelled, Becklyn P/L will make contact with the parent / guardian, either via email / phone or both, to advise them of this outcome. Becklyn P/L will also advise the Management Committee President, Nominated Supervisor and School Principal that notification of cancellation has been given to the parent / guardian.
- Any cancelled booking will only be reinstated once payment is received in full, and the family has signed up to Direct Debit.
- Should a situation occur in which a booking is cancelled more than twice due to non-payment of fees, the enrolment at the Centre will be terminated. The enrolment may only be reinstated when full payment is received, Membership / Registration is paid and the parent / guardian has input details via the Centre Webserver to sign up to direct debit.
- The Centre will pursue outstanding debts through normal commercial and legal means.

If a child is left at the Centre whilst a booking or enrolment is cancelled, the child will be taken to the school office.

Absences

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 Benefit (CCB) is paid for up to 42 days of allowable absences per financial year. All statements are inclusive of CCB discounts if the child is a 'formal enrolment' for CCMS purposes, and is entitled to any discounts.

Parents / Guardians 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.

Where an absence occurs due to the attendance of a school activity/excursion, charges for the session will be applied or waived at the discretion of the Nominated Supervisor/Centre Director.

Booking Cancellations

To cancel a permanent booking, the changes must be made online by 9.00am on the last working day of the week, usually Friday the week prior. To define a difference between CASUAL and PERMANENT bookings, cancellation of a permanent booking must be for a minimum of two weeks. Should the family require a booking in that two weeks, they can book casual attendance or if they wish to reinstate a permanent booking, all fees for their normal two week period would have to be paid.

If no notice of booking cancellation is made online or by email, the non-attendance will be considered an absence and the normal weekly fees are to be paid.

Statements

Parents / Guardians may access details of their charges at any time via the centre webserver www.becklynweb.com.au/sylvaniaheights

Should a parent / guardian have an enquiry regarding fees 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 / Guardian entitlements for Fee Assistance

The Centre is approved to offer Child Care Benefit (CCB) to eligible parents / guardians. This benefit is paid to the Centre unless otherwise instructed by the parent / guardian (e.g. Lump Sum Payments). Parents / Guardians must apply for CCB assessment through the Family Assistance Office and this can take many weeks. Parents / Guardians must provide their CRN details to be formally enrolled at the centre.

Child Care Rebate (CCR) is paid to all parents / guardians who hold permanent residency in Australia, have been assessed for CCB, and satisfy Centrelink's Work, Training, Study Test. This can provide a return of 50% on all out-of-pocket childcare expenses up to \$7,500 per child per financial year. Families can only be provided with CCB or CCR once all correct

details have been provided to the Centre and once a formal enrolment has been created using the Centre's CCMS software. CCMS allows each child a maximum of 42 non allowable absences during each financial (July to June) year. Once this number of absences has been exceeded, CCB and CCR for any additional absences are not paid, (ie) the family will have to pay full fees on days the child or children are absent.

Sources

- Educational 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'