

## 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

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

- SYLVANIA HEIGHTS BASC Policy A-1: Hours of Operation
- SYLVANIA HEIGHTS BASC Policy A-4: Enrolment
- SYLVANIA HEIGHTS BASC Policy A-6 (Part B): Fee Schedule
- SYLVANIA HEIGHTS BASC Policy A-8: Dropping off and Picking Up
- SYLVANIA HEIGHTS BASC Policy A-11: Maintenance of Records
- SYLVANIA HEIGHTS BASC Policy A-15: Role of Management Committee
- SYLVANIA HEIGHTS BASC 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 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
- 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**

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.

Any discrepancies or irregularities in a family account should be brought to the attention of the Nominated Supervisor or Becklyn ASAP.

Commencing with 2022 Enrolment, the only method of payment accepted by the Centre is Direct Debit (EziDebit) and all enrolling families will be required to sign up to Direct Debit (EziDebit).

Following enrolment, Parents / Guardians can maintain their debit details online via the portal, accessible from [www.sylvaniaheightsbasc.com.au](http://www.sylvaniaheightsbasc.com.au), under the 'parents menu', 'EziDebit' tab.

### **Overdue Fees**

Sylvania Heights BASC is an EziDebit only centre. This means Direct Debit is the only method of fee payment available. All new families enrolling with Sylvania Heights BASC will need to sign up to EziDebit as part of their enrolment.

Families will have their nominated bank account/credit card debited two days following statements being emailed.

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.

### **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 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 is a 'confirmed enrolment' for CCS 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 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.

### **Statements**

Parents / Guardians may access details of their charges at any time via the centre webserver [www.sylvaniaheightsbasc.com.au](http://www.sylvaniaheightsbasc.com.au).

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 Subsidy (CCS) to eligible parents / guardians. This Subsidy is paid to the Centre. Parents / Guardians must apply for CCS assessment through 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 Sylvania Heights BASC online. The Nominated Supervisor will ensure that all necessary forms are available, and notices posted to inform parents of availability of CCS.

### **Sources**

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- <https://www.servicesaustralia.gov.au/individuals/>

Endorsed: 02/05/2022

Review date: 02/05/2024