



Fee Payment Policy

RATIONALE

Cash flow management is vital to all businesses to enable them to continue to provide a consistent level of quality. Therefore it is vital that the service is clear on the terms and amounts of fees required from families. This policy documents the service's procedures for fee payment.

All services must ensure that all Parents' accounts are 1 week in advance by the end of every week. We will provide families with an accurate account statement on a weekly basis to ensure that their account remains up to date and you stay informed and updated if there are any changes with the fee or the childcare benefit

SCOPE OF POLICY

This applies to all Directors, Teachers, and Educators, staff, parents/guardians, students and volunteers
Fee payment policy should be read in the context of the following policies and procedures:

POLICY PRINCIPLES

We have a range of payment options available in our services, which may include one or more of the following options:

- Ezi Debit
- Centre Pay (if applicable)

OBJECTIVES

Please see your Director for the current fee structure for the service. These fees are reviewed every 6 months and may be increased at this time. If this is required, you will be notified 14 days prior to any changes made to fees being charged.

All fees payable to the service can be claimed through Centrelink, if you are eligible for Child Care benefit (CCB) & Child Care Rebate (CCR). CCB is an income tested % that can be deducted from your full fees at the service which is paid by the government; the account holder is then responsible for the gap amount. CCR is the government 50% tax rebate which can be claimed for up to \$7500 per child per financial year if eligible. You can choose for this to be paid

- to your requested service fortnightly;
- to your nominated bank account fortnightly or;
- to your nominated bank account on a quarterly basis.

If you would like to know more about your eligibility please visit www.humanservices.gov.au

Statements are printed or emailed on a weekly basis for families. Please note it is your responsibility to ensure the amount you are being charged on their statements is correct. All statements are charged 1 week in advance and amount owing should be paid by the end of each week. If you feel there is a discrepancy with any statements please ensure you see your service manager ASAP.

Bond Payments

- A Bond quote equivalent to the amount of two weeks gap fees will be issued to the family for payment
- The Bond is to be paid prior to the child/ren's first day of attendance
- Bond Credits paid at the commencement of care will not be refunded until:
 - all fee requirements are met and
 - 2 weeks' notice has been supplied

Payment of Fees

- For New Families to enrol at the centre a completed Enrolment Form and Direct Debit Request (DDR) Form is to be returned to the centre prior to the child/ren's first day of attendance.
- All Family accounts are to be paid one week in advance at all times.

POLICY



Kuluin Early Learning Centre

'Committed to caring for your child'



- If the Family has not been issued with a Customer Reference Number (CRN), full fees are to be paid until the CRN has been issued and the Family Assistance Office (FAO) has advised the centre.
- It is each family's responsibility to notify the centre should any changes take place with Child Care Benefit (CCB) or Child Care Rebate (CCR) as this may affect the gap fee.
- If the Family has been authorised for funding from a Third Party, full fees are to be paid until the Third Party Funding agreement has been issued and supplied to the centre.
- Direct Debit is the only payment method accepted at the centre. (Centre Pay is an exception)
 - Direct Debit payments will be debited on a weekly basis - Fridays only.
 - Payments debited will be the entire balance due for the current week plus one week in advance.
 - Limits will only be set under very special circumstances and are to be discussed with the Regional Manager

Public Holidays and Holiday Discount

- The FAO will continue to pay CCB and CCR for up to 42 unexplained absences per financial year; this includes absences due to Holiday or sickness used by Families.
- Families can apply for a 50% reduction in their gap fee, for up to 2 week bookings pro rata of attendance days per financial year
- The discount will only apply to Families who have:
 - Requested for the discount by using the correct form within the required 2 weeks' notice period.
 - Paid their fees one week in advance prior to the holiday period.
 - Discounts will be applied to accounts AFTER the holidays have been taken to ensure correct discounts have been applied.
 - Casual bookings for Extra Days are welcome.

Debt Management

- The Centre Manager will CEASE CARE if after two consecutive weeks no payment has been received or no payment arrangement has been put in place.
- If a Payment Arrangement has been agreed with the Family, a Payment Arrangement Form is to be signed by the Family and Centre Manager.
- A Payment arrangement for any Family must not exceed 12 weeks.
- If the account is not settled, contact will be made with the Family and the account will be sent to Kuluin's preferred Collection Agency to commence full recovery of the outstanding amount as well as additional costs for using this service. The cost could be an additional 25% of the outstanding amount plus costs for serving documents at \$100.00 per time, court filing fee of \$200.00 depending on the individual court, professional fees starting from \$800.00

End of Care

- Families must provide 2 weeks' written notice to the centre to advise the end of care.
- If the Family has not provided 2 weeks' notice OR the child/ren did not attend the centre within the notice period, under the DEEWR requirements full fees are to be charged and the family will not be eligible for CCB or CCR for the child.

GOVERNANCE & LINKS

Education & Care Services National Regulations (168, 172)

REFERENCES

Version	Date/Review	Author	Change Description
New Policy V1	Aug 2014	TCSA Management	<ul style="list-style-type: none">• Reviewed fee payment policy
V2	Aug 2015	TCSA management and Charley's Place Chinchilla	<ul style="list-style-type: none">• Grammatical changes.
V3	Dec 2015	Tara Eichmann	<ul style="list-style-type: none">• Changes to bring TCSA Fee Policing line with Kuluin ELC current fee practices and policies