



CATHOLIC EDUCATION

WESTERN AUSTRALIA

PAYMENT OF FEES POLICY

POLICY STATEMENT

We aim to provide a quality service for children at an affordable price to families. Payment of fees is required for each enrolled child. The fees charged by the service will be the same for equivalent care arrangements for each enrolled child before CCS is applied.

A current schedule of fees will be provided to families in their enrolment package. Fee levels will also be displayed at our service, including sessional hours.

RATIONALE

The collection of fees for each child who attends the service provides the financial base from which it operates. Fee income enables the service to offer a quality program for children in accordance with the *Education and Care Services National Law and Regulations 2012* and to provide adequate resources for children's use.

While fees are the same for each child in attendance, eligible families may apply for reduced fees through the Child Care Subsidy.

HOW THE FEE COLLECTION POLICY WILL BE IMPLEMENTED

Missed bookings

Once a place has been booked payment is required whether a child attends or not to support Centre operations. Full fees are required to be paid for public holidays, absent days and holidays if a child is enrolled for care on the day they occur.

No refund applies for missed bookings, including children away due to illness. Families are asked to notify the office or nominated supervisor if their child is going to be away from the service.

Payment of fees

All Long Day Care fees are to be paid to the centre one weeks in advance. OSHC fees are paid week in arrears. Payments are paid fortnightly. A copy of the payment dates are made available to families upon enrolment and upon request A dated receipt, in accordance with guidelines, will be provided for each payment and a statement of usage once a fortnight as per government requirements. (Child Care Provider Handbook)

Fees are paid via DEBIT SUCCESS (EZIDEBIT) through our accredited software provider, QIKIDS. Fees are paid fortnightly and are debited on Friday from the nominated account. It is the family's responsibility to apply for Child Care Subsidy through MYGOV. Families will be charged full fees upon enrolment if they are not currently registered for CCS through MYGOV. <https://Centrelink.gov.au>. You can access MYGOV through the kiosk on the Centre iPad or at home.

been received. Full fees will also be charged if Child Care Subsidy is suspended for any reason.

Account records

Records and documentation pertaining to Child Care Subsidy will be kept for the specified period of time and made available to the relevant Officers upon request.

Details of an individual's account and all completed forms are confidential and stored according to the Privacy Act. Families may access their own records but notice to the nominated supervisor is required.

Overdue fees

Step 1 - Families with overdue fees will be encouraged to discuss any difficulties in meeting payments with the centre manager. Suitable payment options can be arranged between the manager and the person responsible for the account. All payment arrangement must be signed off by the Centre manager.

Step 2 - If suitable payment arrangements are not made or the agreed arrangements are not kept, a written reminder will be issued after an account becomes declined twice.

Step 3 - If the account is still overdue or has declined after three times, a letter will be issued advising that the child's place may be cancelled if the account is not settled within one week. The account will be referred to the management committee.

Step 4 – The management committee will revise the circumstances surrounding the outstanding debt, and decide if the child's place will be cancelled. A debt collector may be appointed to collect outstanding amounts.

Late pick ups

There may be occasions when an authorised person may arrive late to collect a child. Whenever possible the authorised person should ring the service to advise they will be late to collect the child.

A late collection fee will be charged for each child not collected from the centre by closing time. Special circumstances such as an accident or vehicle break down, will be given consideration in relation to the administration of late collection fees. Late collection fee is \$5 per 5 minutes.

Due to staff considerations, when an authorised person is late to collect their child more than once, they will be required to meet with the nominated supervisor to discuss the matter. If the situation continues alternative care arrangements will need to be sought for the child.

References

Australian Children's Education and Care Quality Authority (2012), *Education and Care Services National Law (WA) Act 2012*, ACECQA, NSW

Australian Children's Education and Care Quality Authority (2012), *Education and Care Services National Regulations 2017*, ACECQA, NSW.

Child Care Provider Handbook V1.0 (2018)

For more information, go to:

My Gov – www.centrelink.gov.au

Department of Human services:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Last review	Next review
Jan 2014	Jan 2015
Jan 2015	Jan 2016
June 2016 Payment made by Debit Succuss on Fridays	June 2017
June 2018 Fee increase and priority of access taken out. CWA included Authorised person CCB - CCS	

Date Written: July 2018

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