

10.4 Fees Policy

This service aims to provide a quality service to families at an affordable price. The Approved Provider will set fees based on the annual budget required for the provision of quality childcare in keeping with the service's philosophy statement, program goals, and these policies and procedures. Child Care Benefit is available to all families who meet residency and immunisation guidelines.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Australian Government Child Care Service Handbook*
- *National Quality Standard, Quality Area 7 – Governance and leadership*
- *Policies: 2.14 – Bookings and Cancellations Policy, 3.5 – Excursions Policy, 9.2 – Enrolment Policy, 9.3 – Communication with Families Policy, 10.3 – Budgeting and Planning Policy, 10.17– Strategic Planning Policy*



Procedures

Routine bookings shall be entitled to a reduced fee, as set by the Approved Provider. A routine booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Casual bookings shall attract a higher fee, as set by the Approved Provider, due to the nature of the booking and irregular pattern attendance.

Fee payments are due, for all days booked within 5 days or as agreed upon with the service with a payment plan.

A statement must be issued by the service for each child receiving Child Care Subsidy as reduced fees as per the *Australian Government's Child Care Provider Handbook*, which is available online. Live statements are available to the designated Primary Carer on the child's enrolment via the Xplor app.

Accepted payment method direct debit or manual payment through Xplor app.

Child Care Subsidy

The appropriate personnel will keep parents informed about the availability of Child Care Subsidy (**CCS**) by:

- *Advising all parents of their option to apply for Child Care Subsidy with Centrelink through information provided in the Family Handbook;*

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until the service receives current and correct information from the family.

Credit for fees already paid will be made in accordance with the Australian Government's Child Care Provider Handbook.

All CCS records will be kept for 3 years from the last entry on the record in accordance with the Australian Government's Child Care Provider Handbook.

Late Fees

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$30.00 for the first 15 minutes and \$2 per minute thereafter. If late pick up occurs regularly, the Approved Provider/Nominated Supervisor may cancel the child's enrolment.

Overdue Fees

If there are outstanding fees of over \$100.00, or where no payment has been made in at least 2 weeks:

- *In the first instance, the coordinator/administrator will remind the parent and record when the parent has agreed to pay the account;*
- *If no payment has been received when agreed, written notification by the Approved Provider/Nominated Supervisor will be sent;*
- *If no arrangements have been made the parent will be contacted by the Approved Provider/Nominated Supervisor where the terms of payment are discussed and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;*
- *A debt collection agency may be used if payment of fees have not been received, any fees or charges associated with debt collection and recovery will be the account holders responsibility; and*
- *The Approved Provider/Nominated Supervisor may, in its discretion, exclude the child temporarily or permanently from further attending the service if the parents have not met the requirements as advised to them under the previous paragraph.*

Cancellations and Refunds

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions to the service indicating:

- If a refund is required and have provided account details for transfer; or
- A donation of the credit balance to the service.

Cessation of Care Fees & Absent Day Full Fee Charges

In the instance that your child is absent on the first or last day of care, Centrelink will not pay any rebate for absent days and you will be charged the full fee for all days up until the first or last date the child physically attended the centre.

If your Centrelink enrolment is cancelled, either due to non-attendance for 14 weeks in a row, or Currumbin Kids Club are advised that your child/ren will no longer be attending the centre. You will be charged full fees for absent days at the end of the care period.

Cessation of Care fees may be accrued 14 weeks after the child/ren has physically attended the centre, fees may accrue even if your child/ren are no longer enrolled or have an active account with Currumbin Kids Club.

Centrelink fee reconciliation can occur at any time, even after leaving the service. It is the parents' responsibility to ensure the account fees are paid and arrears are paid as required. Currumbin Kids Club will not remove any absent days at the end or beginning of the enrolment period.

In the instance of a Centrelink account reconciliation Currumbin Kids Club will not be responsible for the fee payment, fees will be the responsibility of the account holder and payment will be required.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	May 2021	May 2021
		October 2024	November 2024
		April 2026	May 2026