

Fees Policy

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QA7	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
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Aim

For parents to pay their child care fees on time.

Related Policies

Orientation for Children Policy
 Privacy and Confidentiality Policy

Who is affected by this policy?

Parents
 Management

Implementation

SETTING FEES.

Fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Parents will be given at least 2 weeks notice of any changes in the fees.

FEE PAYMENT.

Fees can be paid by way of a payment plan set up with the Chabad Youth finance manager, but must be kept up to date.

Fees are to be paid for the days the child is booked into the centre for any program or event, including times when the child is absent due to illness or holidays and for public holidays. CCB is paid for sick days and up to 30 days allowable absences per session per year, and for public holidays.

2 weeks prior notice in writing is to be given to the Co-ordinator for any changes to the days of care or cancellation of care unless parent is a current user of the service and an account can be given.

If no notice is given fees are to be paid or bond withheld.

Fees can be paid to the Chabad Youth Office on Monday to Thursday between 9am and 4pm.

Please see the Finance manager to make any alternative arrangements.

A dated receipt will be provided for each payment.

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information given in writing upon request.

Parent entitlements for Fee Assistance.

The centre is approved to offer Child Care Benefit (CCB) to eligible families. This benefit is paid to the centre unless otherwise instructed by the parent. The instruction in the Handbook provided by the Department of Family and Community Services should be followed. Parents and carers should receive all necessary documents and be informed of how to make their application to the Family Assistance Office (FAO). Families cannot be offered CCB until assessments are completed.

All child care benefits from Chabad Youth are outsourced to an organisation called 'Child Care Central.' If you do not receive an invoice from CCC with the child care benefits written on it please call the Chabad Youth office.

OVERDUE FEES

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.

If no previous arrangements have been made regarding overdue fees the centre will:

After 1 week overdue: Send a reminder note regarding overdue fees

After 2 weeks overdue: Write a letter reminding them to discuss any problems they may be having in paying fees with the Co-ordinator and informing them that their child's place may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.

After 3 weeks overdue: Personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place if no arrangements can be made.

After 4 weeks overdue: If no arrangements have been made to pay the fees or the agreement made has not been kept the child's place will be cancelled.

If the above procedures are not effective, details of unpaid fees should be referred to the Management to commence debt recovery procedures.

LATE FEES

Any parent who collects their children after 5 minutes after the service ends will be charged a late fee as set by management.

Wherever possible parents should advise the centre when they will be late to collect their child.

Sources

Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.

Education and Care Services National Regulations 2011

Family Assistance Legislation Amendment (Child Care) Act 2009

Review

The policy will be reviewed annually.

Review will be conducted by:

- Management,
- Employees,
- Family Members
- Interested parties.

Last reviewed: March 1st, 2016

Date for next review: March 1st, 2017