



Fees Policy

NQF

QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
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Aim

Parents fully understand fee payment procedures and requirements, and 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.

Child Care Subsidy

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled.

<i>Hours of activity per fortnight</i>	<i>Maximum number of hours of subsidy per fortnight</i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity. There are exemptions for parents who

legitimately cannot meet the activity test requirements. Low income families who do not meet the activity test can access 24 hours of subsidised care per fortnight.

The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. Assessment asks families to provide information about their expected combined family income, activity level of parents and types of child care service being used.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children's safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Families are entitled to receive Child Care Subsidy for up to 42 days where their child is absent, for example due to illness, public holidays and parental leave. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlines in the Family Assistance Law and there is evidence to support these.

Statement of Account

We will issue fortnightly statements (with the child/children's full name/s, date of care, date of payment etc) detailing the fees paid and the amount of Child Care Subsidy received. (Parents' My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

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: July 1st, 2018

Date for next review: July 1st, 2019