

## Background

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Early childhood education and care services must comply with the Early Education and Care National Regulations 2011 and the National Quality Standard 2011 in the way they manage the collection of fees, and inform parents about this process including any pending changes to the fees.

## Policy statement

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This Policy details the Service's procedures in relation to fees, methods of payment and associated provisions.

## Strategies and practices

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- The Service's *Fee Policy* is explained to parents at enrolment, and the necessary paperwork relating to fees is discussed and completed. QA 7.3.5
- The Service ensures that, wherever possible, parents of children enrolled at the Service are notified at least 14 days in advance of any change that will affect the fees charged or the way in which fees are collected. QA 7.3.5
- An administration fee of \$50.00 per family is required when lodging an enrolment form and an administration fee of \$100.00 for the Brightwater School Kindergarten. This fee is non-refundable QA 7.3.5
- Upon enrolment, parents are required to pay one week's fees in advance (i.e. full fee excluding CCR) plus fees for the current week (CCB adjusted if applicable) per child. Once two (2) weeks' written notice of intention to withdraw the child has been received by the Service, the advanced fee is used for those two weeks, and any difference refunded if applicable. QA 7.3.5
- Fees are to be paid weekly, each Friday, and can be paid by Ezi Debit from your nominated account. Dishonoured fees receive an \$11.90 charge from Ezi Debit and \$20.00 from Bella Grace which will be billed directly to the family. QA 7.3.5
- Normal fees apply to Public Holidays, sick days, family holidays and any other absence. Fees are not charged for days when the Service is closed outside of Public Holidays. Child Care Benefit is paid for a child's absences up to 42 days per child each financial year. The Service does not exchange days of care and does not arrange make up days (except for public holidays). QA 7.3.5
- Receipts are issued for all fee payments. This is emailed to your nominated account quarterly. The system generated receipt will show the child's name, the period of time for which the receipt is issued, the amount paid, and all other details required by regulations. If an overpayment is made, the excess will be credited to the family's account. QA 7.3.5

# Fee

- If the fees are not paid within the following week or an arrangement not entered into, the child's place at the Service is at risk. QA 7.3.5
- Parents are advised to contact the Family Assistance Office directly to determine their eligibility for CCB before the child commences at the Service. QA 6.3.1
- The Service requires full two weeks written notice of an intention to change the days or the number of days required or to withdraw a child from the Service. The two weeks' notice begins from the close of business on the day the Service receives the written advice. QA 7.3.5
- A late fee of \$1 per minute for each minute per child will be charged for any child collected later than the Service's closing time. QA 7.3.5

## Responsibilities of parents

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- To ensure fees are kept up-to-date.
- To keep the Service informed of any changes in attendance (e.g. family holidays, other absences)
- To respond promptly to communications from the Family Assistance Office to maintain CCB eligibility.

## Links to other policies

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- Attendance Policy
- Enrolment and Orientation Policy
- Interactions with Families Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

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Reg	168	Education and care service must have policies and procedures
	172	Notification of change to policies or procedures

QA	6.3.1	Links with relevant community and support agencies are established and maintained
	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service
	7.3.5	Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly

## Sources

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- Education and Care Services National Regulations 2011
- Department of Education (Australian Government). (n.d.). [https://www.dss.gov.au/sites/default/files/documents/05\\_2015/ed14-0053\\_ccs\\_-\\_child\\_care\\_service\\_handbook\\_v2.pdf](https://www.dss.gov.au/sites/default/files/documents/05_2015/ed14-0053_ccs_-_child_care_service_handbook_v2.pdf) accessed 5 February 2016
- Guide to the National Quality Standard 2011.

## Further reading and useful websites

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- Department of Education – <http://education.gov.au/> accessed 5 February 2016
- Department of Education, Employment and Workplace Relations. *Fact sheet kit for families using childcare*. <https://www.education.gov.au/fact-sheet-kit-families-using-child-care> accessed 5 February 2016

## Policy review

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Bella Grace Early Learning Centres encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

**Date reviewed: January 2017**

**Next review Date: January 2018**