

Fee Payment Policy

Published	October 2020
Review Date	April 2022
Sources	<p>Education and Care Services National Regulations, October 2020</p> <p>Education and Care Services National Law, February 2018</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Framework, January 2020</p> <p>DET Children’s Services Guide 2018</p> <p>CCS Information – www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy</p>
Related Policies	Enrolment and Orientation

Aim:

To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times. Our service’s financial health and access to our service will be maximised by ensuring families are aware of all fees and fee payment requirements upon enrolment.

Explanation

Our service is committed to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. The setting and payment of fees takes into account all requirements of the Education and Care Services National Regulations, Australian Tax Office, Privacy Act and the guidelines contained within the Child Care Provider Handbook.

All records held at the service will be maintained in accordance with the service Confidentiality and Privacy Policy. Families will be provided with accurate fees statements and clear information regarding fee payment processes.

Responsibilities:

In relation to the Approved Provider & Co-ordination Unit Staff:

- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standard in relation to payment of fees

Fees Payable/Accounts:

- The fee schedule and fees payment policy will be fully explained to families during the enrolment process
- Upon enrolment families will be charged a holding deposit, which is the equivalent of 2 weeks of full fees. The holding deposit secures their child’s placement. The holding deposit will be

returned to families accounts upon notice being given of the child finishing care with our service. The holding deposit is then used as the fees for the final two weeks of care

- Fees payable will be based on the weekly bookings and the fees charged for that care
- Families will be given a minimum of 1 months' notice for any fee increase
- The same fee will be charged to all families for equivalent care arrangements
- A statement of fees will be sent to parents/guardians weekly, in arrears
- Fee payments will be receipted, in accordance with Australian Government Guidelines
- Families are required to pay fees on public holidays if the holiday falls on their regular booked day
- Families may also view details about their child care usage and total fees charged and the fee reductions calculated by the Centrelink office (FAO) on the View Child Care Attendance online statement available through the FAO website
- Families should contact the service to advise of their child's inability to attend as soon as this is known. Fees will still be required to be paid for days the child would normally attend

Child Care Subsidy System (CCS):

- Our service will comply with the Australian Government requirements to be an approved education and care service for the purposes of Child Care Subsidy (CCS), reporting requirements and any other requirements for claiming and administering CCS will be maintained by the service
- It is the enrolling parent/guardian's responsibility to register for CCS through their myGOV account, provide their projected annual income, activity levels and the name of our service
- All fees are charged at the full rate. Each family's eligibility for CCS is then calculated and the service is then forwarded these funds. Families are then responsible for paying the "Gap Fee"
- Any changes in a family's financial circumstances may result in changes or cancellation of CCS. It is the family's responsibility to keep their details on myGov current and contact Centrelink if they wish to dispute assessments or discuss it further
- Families will only be eligible for CCS if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult, and other eligibility requirements are met
- Families are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally have attended on that day, and fees have been charged
- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences
- All documentation pertaining to CCS will be kept for the specified period of time and made available to Australian Government Officers on request.

Payment of Fees:

- Fees are payable from the agreed commencement date and must be paid weekly upon receipt of their Account Statement
- Fees can be paid through the Kidsoft Parent Portal by either setting up a Direct Debit or using the "One-Off Payment option"

- It is each families' responsibility to check their Account Statement each week to ensure that their child's bookings and absences are correct, and to notify the service of any discrepancies by the Friday of the week the Account Statement is received. This ensures that any errors can be fixed within the CCS 14 day window for adjustments
- Families' fees payable to the service are calculated according to each family's eligibility for CCS
 - Account Statements outline the full fee charged, the amount of CCS applied, and the Gap Fee
 - The "Gap Fee" is the amount owed by families to the service once CCS has been applied
- Fees are not payable when the service is closed over the Christmas/New Year break
- CKC will notify families in writing by 1 October each year of their proposed Christmas Shutdown dates to enable families plenty of time to organise their own leave

Overdue Fees:

- CKC will contact families if fee payments are not made within the required timeframe
- A reminder notice will be issued by the service if fees are not paid by the due date on the Account Statement
- If fees continue to be outstanding into the next fortnight a notice with a payment timeframe will be issued by Country Kids Club
- If a family is having difficulty paying their account they are encouraged to contact the service so that suitable arrangements for payment and ongoing care can be discussed
- If fee payments are continually made late or in arrears the child/children's position with the service may be jeopardised
- Debt collection services will be used to follow up unpaid fees

Late Pick Up Fees:

- Families are asked to be on time to collect their child from care, we do realise that sometimes running late is unavoidable, and out of courtesy that you call OSHC Program and notify the Educators if you are going to be late
- If a family is continually late to collect their child from care, our service reserves the right to implement a late pick up fee
- Late Pick Up Fees will be charged at \$20 for the first 5 minutes, and \$2 per minute thereafter that a family is late to collect their child
- Th late pick up fee is based on the service's need to recoup expenses incurred in employee overtime wages

Changing or Ending Care:

- Families are required to provide two weeks' notice in writing when ending or reducing care arrangements
- If a child is absent from care on their last day/s of care with the service full fees will be charged. Under CCSS Rules a service is unable to apply CCS for a child who does not attend care on their last day/s with that service
- For a booked casual day 50% of the daily fee will be charged if the child is absent, unless 24 hours' notice has been given in writing for cancellation of the casual day



- Cancellation of a Vacation Care booking past the cancellation date will incur a fee which is 50% of the daily charged fee
- Families after additional care days will be placed on the internal Waiting List, once a vacancy becomes available families will be notified.
- Care days can only be increased when the service has vacancies

Continual Monitoring and Improvement:

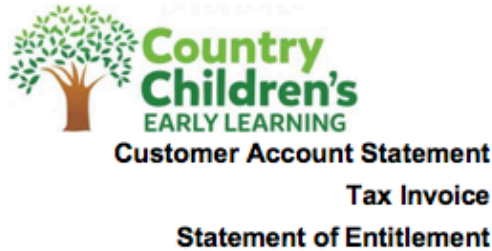
Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Co-ordination Staff accessing current relevant information
- Approved Provider, Co-ordination Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

Policy Review

Date Revised	Comments
May 2017	Scheduled Policy Review – No changes made
April 2019	Scheduled Policy Review – Additional information added to clarify fee charges for absences and Vacation Care,
October 2020	Scheduled Policy Review – Added clarification for families around reading their Account Statement, updated information around fees and fee payment
June 2021	Updated Payment options for families, and notification period for errors in accounts

Reading Your Account Statement



Country Kids Club

Country Children's
Early Learning Pty Ltd

Provider ABN: 43146518434

84 Lute Street
GUNDAROO, NSW 2620
e. julia.morphett@bigpond.com

Surname, Parent

Issued: 15-OCT-2020

Statement Period: 21-SEP-2020 to 27-SEP-2020

In Credit: 13.60

Account Financial Summary

Enrolment	Session Fee	Discount	CCS	ACCS	GAP
SURNAME, Child	0.00	0.00	0.00	0.00	0.00
SURNAME, Child, (Enrolment ID)	66.00	0.00	37.33	0.00	28.67
	66.00	0.00	37.33	0.00	28.67

Account Attendance Summary

Enrolment	Attendance Days	Attendance YTD	Absences	Absences YTD
SURNAME, Child (Enrolment ID)	1	35	1	1
	1	35	1	1

Service Comments

Comments from the service about how to make your payments

SURNAME, Child	Care Type: OSH	Enrolment: Family Enrolment ID	Provider: 190001194T	Service: 190006430H
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Account Transactions

Day	Date	Description	Fees	Discount	CCS	ACCS	Debit	Credit	Balance	Status
	20-SEP	Previous balance carried forward	0.00	0.00	0.00	0.00	0.00	0.00	-136.81	
	TUE 22-SEP	Daily Fees ASC Daily	33.00	0.00	18.67	0.00	14.33	0.00	-151.14	
	WED 23-SEP	Direct Deposit Gap Fee	0.00	0.00	0.00	0.00	0.00	60.00	-91.14	
	FRI 25-SEP	Daily Fees ASC Daily - Absent	33.00	0.00	18.66	0.00	14.34	0.00	-105.48	
			66.00	0.00	37.33	0.00	28.67	60.00	-105.48	

Weekly CCS Summary

Date	Sess. Hrs.	CCS Hrs. CCS Reported		Hourly Fee	CCS %	CCS	ACCS	Gap
		Applied	Fee					
22-SEP-2020	03:00	03:00	33.00	11.00	61.35	18.67	0.00	14.33
25-SEP-2020	03:00	03:00	33.00	11.00	61.35	18.67	0.00	14.33
27-SEP-2020	06:00	06:00	66.00			37.34	0.00	28.66

CCS Session Attendance Summary

Date	Sess. Start	Sess. End	Sess. Hrs.	Attendance Start	Attendance End	Attendance Hours	Status
22-SEP-2020	15:00	18:00	03:00	15:15	17:10	01:40	
25-SEP-2020	15:00	18:00	03:00			Absent	
27-SEP-2020			06:00			00:59	

Credit/Amount Owning

Shows whether your account is currently in credit, or if you fees are due on your account. The Account Statement period is for 1 week, Monday to Sunday – fees need to be paid by the Sunday in order for them to show up on your next Statement. For example, if the statement period is for 12 October to 19 October – fees paid during this period will show up on that statement, fees paid on the 20 October, will show up on the next statement dated 20 October to 25 October.

Account Financial Summary

Outlines the weekly Session Fees charged, your CCS rebate, ACCS rebate if applicable. The GAP Fee is the amount which you are responsible for paying.

Account Attendance Summary

Attendance Days - how many days your child attended during the week

Attendance YTD - the number of days your child has attended care so far for the financial year

Absences - the absences for that week

Absences YTD - the number of absences so far for the financial year

Any absence for BSC & ASC in a day are classed as 1 absence.

Service Comments

Information from the service on how to pay your statement, when the fees are due and any extra messages for families.

Account Transactions

The bookings and charges for your child for the week, this is the section you need to check weekly to ensure that the correct days and sessions are being charged, and that any listed absences are correct. This section also shows any payments made by families – these are listed as Direct Deposit Gap Fee.

Weekly CCS Summary

An overview of the number of hours for each session, the session fee, the hourly rate and how much CCS or ACCS has been applied, and what your gap fee to pay the service is.

CCS Session Attendance Summary

Gives families and overview of the hours they used for each session, as well as any absences.

It is important for families to check their Account Statements weekly to ensure that all bookings are accurate and that all payments made have been received.