



FEES POLICY

Unley Community Childcare Centre is a non for profit organisation where fees are decided on by the Management Committee in response to budget requirements. The Centre relies on the fees paid by families to maintain its operational needs and to provide high quality care. For the centre to continue to provide a high-quality environment and an educational program for the children the centre must remain financially viable, while ensuring childcare fees are at an affordable level for all families.

FEES

Fees are reviewed at regular intervals. All families and caregivers will be notified of changes to fees at least 2 weeks before implementation.

CHILD CARE SUBSIDY

To receive the childcare subsidy (CCS) parent's/guardians incomes must be assessed by the department of human services (Centrelink). It is the responsibility of the parent/guardian to register with the department of human services and to notify them of any changes to their financial or family circumstances.

Families/guardians who apply for this assistance will need to lodge an application (usually online). Once this application is processed the department of human services will send a letter to the requesting parent/guardian informing them of the percentage of CCS to which they are eligible.

Fees are payable in full on a weekly basis as per the centres fee policy, this also applies to families who haven't had their CCS approved prior to starting care.

ABSENCES

The Child Care Management System (CCMS) entitles each child to receive 42 absences per financial year, which may be used for any reason and without proof of circumstance (includes all public holiday). Once the first 42 absence days have been exhausted, additional absences may be claimed only in permitted circumstances which will be similar to the current 'approved absence' reasons but will exclude Public Holidays. Any family who exhausts their annual allowable absences prior to the end of the financial year will need to provide the centre with copies of all evidence prior to 6pm on Fridays for the week they wish to claim for if claiming additional CCS days.

BOOKINGS

- The centre charges an annual \$10 hat fee for each child which will be charged to family's accounts on the first day of trade for each year.
- Each family will be charged a once of \$8 wet bag fee on commencement of care unless they are providing their own wet bag.
- Fees are charged for all booked sessions whether your child attends except for the Christmas closure.
- Normal fees are charged for all booked time including sick days and holidays.

- If you wish to drop a booked session or cancel care two weeks' notice must be given via email.
- Casual sessions are emailed out weekly and are open to all families at a standard day charge. These work on a first in first serve basis. 24 hours' notice must be given to cancel a casual booking otherwise fees will be charged.

You may renegotiate your booked sessions with the director at any time. Changes will be subject to availability.

BOND

Before beginning at Unley Community Childcare Centre a bond must be paid to confirm your spot at the centre. The bond is \$250 per child and this amount is payable before the first enrolled day of childcare. This amount will appear as a bond payment on your account and can be paid into the centres bank account.

PAYMENT OF FEES

Fees can only be paid directly into the bank account by electronic funds transfer. The account details are:

Account Name: Unley Community Childcare Centre

Account Number: 223 401 784

BSB: 015 208

Families need to include their child's/family name as the reference when making a transfer. It is required that all families pay their fees in full weekly unless special arrangements have been made with the director.

OVERDUE ACCOUNTS

The following procedures will apply to all overdue accounts.

- At 14 days overdue families will receive an email with a friendly reminder that their account is overdue and will be asked to make a payment towards the account within 7 days or contact the director to arrange a payment plan.
- If the account remains 14 days overdue after 7 days, the family will receive a phone call from the director to discuss the account followed by an email to the family outlining what was discussed in the call. They will be asked to make a payment towards their account within 7 days or a payment plan will be made if the family is unable to do this.
- At 28 days overdue the Treasurer and Chairperson will be notified, and the family will be called to discuss their account followed by an email to the family outlining what was discussed in the call. The family will be required to make a payment towards their account within 48 hours.

If no payment has been made within 48 hours, the child will lose their place at the Centre and where a family has failed to comply with the request for payment as outlined above,

the outstanding debt will be placed in the hands of a debt collection agency. Unley Community Child Care Centre reserves the right to claim the cost of recovery on any unpaid invoices that fall outside our normal trading terms. This could be debt collection costs, letter fees, and solicitor's costs on a party-to-party basis.

If a payment plan is in place or if an account is 28 days or more overdue no casual bookings can be utilised. This is to prevent putting additional financial hardship onto the family.

FINANCIAL HARDSHIP

Families should see the director if they are unable to pay their account for any reason. Payment plans may be arranged at the directors discretion.

LATE FEE

Families will be required to pay \$2 per minute that they are late past the centre's closing time of 6:00pm, with a minimum charge of \$10. This late fee does not attract CCS and will be charged to families accounts.

NAPPY FEE

The centre asks that families provide five nappies per child per day. If families fail to bring nappies in educators will call families and give them the option to return to the centre with nappies or use centre nappies at a charge of \$2 per nappy.

SOURCES:

Australian Government: DEEWR (Department of Education, Employment and Workplace Relations)

Department of Human Services,

C.C.M.S. (Child Care Management System),

FAHCSIA. (Department of Families, Housing, Community Services and Indigenous Affairs).

NQS

QA7	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
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National Regulations

168 (2) (n)	Education and care services must have policies and procedures
172	Notification of changes to policies and procedures
Part 6.3	Fees

Date Created: January 2016

Review Date: January 2023

Next Review Date: January 2024

Revision date	Summary of changes
17/6/19	<ul style="list-style-type: none">• Updated in line with NQS and Regulations• Removed CCB and CCR• Included CCS• Update steps in overdue accounts to reflect practice
6/8/21	<ul style="list-style-type: none">• Changed to reflect current practice for overdue fees• Changed bank account details• Included charge for casual days• Included procedure for going over allowable absences for the financial year
September 2022	<ul style="list-style-type: none">• Included that full fees are payable weekly even if CCS hasn't been approved prior to child starting care
16/1/24	<ul style="list-style-type: none">• Included no casual bookings to be utilised if family is on payment plan or if account is 28 days or more in arrears