

Fees Policy

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QA7	7.1.1	A statement of philosophy guides all aspects of the service's operations
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Aim

For account holders to pay their child care fees on time to ensure that the service receives the funds necessary for paying ongoing costs.

Related Policies

Orientation of Children Policy

Privacy and Confidentiality Policy

Who is affected by this policy?

Parents/Caregivers

Leadership

Implementation

The following outlines how fees can be paid. Fees must be paid regularly, and accounts are overdue strictly 14 days after the issue of invoice.

- Upon enrolment, families must pay an enrolment processing fee of \$10.
- Fees can be paid weekly or fortnightly by, EFTPOS, BPoint or Qkr App.
- Child Care Subsidy (CCS) is available to all families who hold Australian Residency. To find out their eligibility, families must contact the Family Assistance Office
- Child Care Subsidy can be received as a reduction of fees through the service

A tax invoice will be issued for all fees. This will include the child/children's full name/s, dates of care, date of payment, account amount and services provided.

Fees for bookings are firm subject to our cancellation policy.

Should leadership make the decision to terminate your child's place, written notice is required from the ending/terminating party. If this does not occur, normal fees will be charged for that week.

Overdue fees

Any accounts who are one week late with their fees (21 days outstanding) will receive a **friendly** reminder. Account holders can arrange to speak to the Approved Provider or nominated supervisor regarding payments if there is a need to do so. Continual late payments on accounts will jeopardise children's bookings.

Bookings for your child/ren will be removed if fees are outstanding 28+days until the account is paid in full.

Cancellation Policy

As of January 2023, the cancellation policy is as follows:

At least a weeks' notice must be given to avoid incurring a charge. If less notice is given the full fees will be applied to the account.

There will be no charge if a medical certificate is provided for the child or the caregiver. Or if an OSHC staff member has witnessed the child or caregiver's state of wellbeing. If a student is absent from school and OSHC is notified in writing before the session, there will be no charge.

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 by:

- Nominated Supervisor
- Educators
- Families
- Service Provider (Principal, OSHC Committee or Governing Council)

Last reviewed: February 2023

Date for next review: February 2024