

GUIDING PRINCIPAL FEES POLICY

QUALITY AREA 6: COLLABORATIVE PARTNERSHIP WITH FAMILIES AND COMMUNITIES
QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT

Introduction:

- PCYC is a charitable organisation
- Fees are set in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families
- We strive to ensure that our service is affordable and accessible to families in our community
- The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Governance:

- All educators (whether casual, part time or full time) are subject to the policies and procedures in governing PCYC- Out of School Hours.
- All families are subject to our policies and procedures

Definition:

- Educators: Staff who hold qualifications in Children Services
- Staff: Staff who don't hold any qualifications in Children Services

Policy

PCYC Membership:

- All children attending PCYC- Out of School Hours must be members of PCYC NSW before they may attend the service.
- Educators should ensure that children are members by checking names in Point Of Sale on receipt of Booking Forms.
- Membership fees \$10.00 (junior fees) per year, \$20.00 (senior fees) per year
- Membership fees are additional to weekly fees

Child Care Benefit –

Most Australian families are eligible to receive Child Care Benefit. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB applied to their account, families must first register with the Family Assistance Office.

- In addition, the government provides an additional 50% tax rebate to families for out of pocket childcare expenses via the Child Care Rebate (CCR). CCR is paid fortnightly either to the family or the service. The service encourages families to authorise the CCR to be paid directly to the service.
- The service will provide families with information relating to Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.

Bookings and cancellations

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's place at the service are required to provide two (2) weeks *written* notice to the PCYC- Out of School Hours coordinators, or they are liable to pay the equivalent of two weeks child care fees to the service.

Failure to Notify:

- Families are required to notify the service when their child/ren is absent
- Families will be given one warning for not notifying the service of child/ren absence
- Families will be charged a \$50.00 fine after 1 warning per child
- Families will be charged a \$50.00 fine for every time their fail to let the service know their child is absent

Absences:

- Fees are to be paid for the days the child is booked into PCYC Out of School Hours, including times when the child is absent due to illness or holidays, or sent home from the service due to illness or dangerous behaviors.
- Centerlink only allows each enrolment to have a total of 42 days allowable absences per financial year.
- Families can apply for more allowable absences directly to Centerlink

Service Closure:

- No fee will be charged while the service is closed over the Christmas/New Year period.

Payment of Fees

- Fees must be paid once Invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service will be provided to all families (Regulation 168).
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.
- Families will be given a minimum of fourteen business days notice of any changes to fees

Debt recovery

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
 1. An initial letter stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment. A late fee of \$ (*insert fee*) will be added to the invoice.
 2. If payment is not received, families will be invited, by telephone, to attend a meeting with the Nominated Supervisor and Treasurer within 7 days to discuss a payment plan.
 3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.
 4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
 5. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

Late collection Fee:

- The service operates between the hours of 6am – 6pm (these hours may vary) .
- Staff are unable to accept children in the service outside of these hours.
- Should children be present after the closing time, a late fee of **\$20.00 per 15 minutes** will apply.
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the PCYC- Out of School Hours Coordinator will have discretion to decide if families will be charged the late

fee.

- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Coordinator will meet with the family to discuss this. The outcome of this may result in a child/ren place being canceled.

Methods of Payment

Fees can be paid by:

- Direct Debit (I-Pay) - from your bank account or credit card to the service's bank account.
- PCYC- Out of School Hours does **not** accept any cash payments
- Families will be given a minimum of fourteen business days notice of any changes to the way in which fees are collected (Regulation 172).

Confidentiality

- All information in relation to fees will be kept in strict confidence.
- Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time through Hubworks, or particulars of fees will be available in writing to families, upon request.

Increase of fees

- The fees are set by the Approved Provider in order to meet the budget for each financial year.
- There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen business days notice of any fee increase (Regulation 172).

Date Approved: March 2018

Review Date: March 2020

Documents Considered:

Education and Care Services National Law 2010

Education and Care Services National Regulations 2010 and 2014 Update (168, 172, 173)

Child Care Management System

Enrolment Forms

Orientation Policy

Delivery and Collection Policy

Confidentiality Policy

Governance and Management Policy