



Maldon Neighbourhood Centre Occasional Childcare

Fees Policy & Procedure

FEES POLICY

RATIONALE

To ensure families, staff and Committee of Management are clear about the aims and procedures in regard to setting and administering fees.

INTRODUCTION

The Maldon Neighbourhood Centre Occasional Childcare Service operates under the Victorian Children's Services Regulations 2011 and the National Quality Standards. It is registered for Child Care Subsidy from 21/01/2019.

AIMS

To provide an appropriate fee structure for Maldon Neighbourhood Centre Occasional Childcare which maximises the quality and viability of the service and reflects the individual's ability to pay.

For families to gain a clear understanding of the Service fee structure ensuring children's fees are paid on time according to this policy. Penalties apply for late fees and late pick-up of children.

SCOPE

This policy applies to children, families, staff, management, volunteers and visitors of the Service.

RESPONSIBILITIES

- Maldon Neighbourhood Centre's Coordinator is responsible for the implementation of this policy.
- The Committee of Management is responsible for the setting of fees in accordance with budgetary constraints, in liaison with the Centre Coordinator and Childcare Coordinator. Every endeavour will be made to keep fees as affordable as possible.

POLICY

Children's Services fees are set and reviewed bi-annually, unless there have been policy changes which affect the viability of the Centre at other times and an additional review is required.

The payment of fees in a timely manner is a requirement to ensure that the Centre can remain viable.

Policy Reference Number: POLOCC20160012

Date of endorsement: 2 Nov 2016

Date last reviewed: 18 June 2019

Date for next review: 18 June 2021



FEES PROCEDURE

The fee structure of the Service includes:

General Fees

- Fees are charged daily and vary depending on the Child Care Subsidy
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:
 1. The age of the child (must be 13 years or under and not attending secondary school)
 2. The child meeting immunisation requirements
 3. The individual, or their partners, meet the residency requirements
- Families level of Child Care Subsidy will be determined by MyGov and takes into consideration:
 1. Combined family income
 2. Activity level of parents
 3. Type of child care Service
- Fees are to be paid fortnightly through a direct debit system, cash, cheque or EFT. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.
- Fees are payable in advance for every day that a child is enrolled at the Service. This includes pupil free days, sick days, public holidays and family holidays but excludes periods when the Service is closed
- Fees are charged at full days only (no matter what the attendance hours are)

Payment of fees

- Fees can be set up using the Service's direct debit system or an alternative arrangement in consultation with the Centre Coordinator.
- Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider
 - If a family is not eligible for the Childcare Subsidy, the Centre Coordinator may offer a reduced fee.

Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding. A child's position will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the Service will initiate its debt collection procedure, following privacy and conditional requirements.

Late Fees



- Our Service is not licensed or insured to have children on the premises after hours. This is a breach of the Education and Care Regulations.
- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$20.00 per 10 minutes block and part thereof will apply.
- A review of the child's enrolment will occur where families are consistently late.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families

Responsibility of Management

- Maldon Neighbourhood Centre Coordinator and Book-keeper in conjunction with Childcare staff are responsible for the billing and facilitation of prompt fee payment.
- Should families wish to discuss fees, they will need to see the Centre Coordinator.