

## PAYMENT OF FEES POLICY

Club House Boot Camp provides quality education and care for primary school-age children during school holidays. Club House Boot Camp supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting workforce participation of parents and carers. Club House Boot Camp Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

### RELATED POLICIES

Arrival and Departure Policy Child Care Subsidy (CCS) Governance Policy Enrolment Policy Governance Policy	Orientation of New Families Policy Privacy and Confidentiality Policy Termination of Enrolment Policy
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### PURPOSE

For parents to gain a clear understanding of the Outside School Hours Care Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains process

of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

## **SCOPE**

This policy applies to children, families, staff, management and visitors of Club House Boot Camp.

## **IMPLEMENTATION**

Club House Boot Camp aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Club House Boot Camp Service ensures the confidentiality and privacy of all personal information provided to Club House Boot Camp about the enrolled child and family.

The fee structure of the Club House Boot Camp Service includes:

### **Enrolment Fee and Bond Payment**

- An enrolment fee of \$25 is charged upon confirmation of enrolment.
- There is no bond collected by our Service.

### **General Fees**

- Fees are charged for each session of Before School Care \$35, After School Care \$43 and Vacation Care programs \$103.
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives.
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).
- Families are required to pay the balance between the fee charged and the subsidy amount- the 'gap' amount.
- Fees must be kept in advance of a child's attendance.
- A dated receipt will be provided for each payment via the parents Owna appl under Invoices/Statements.
- Fees are to be paid **weekly through a direct debit system.**
  - Fees are payable in advance for every session that a child is enrolled at Club House Boot Camp. The Service may be closed due to periods of local emergency such as bushfire or flood or pandemic. During

such time attendances are kept in the system and the Gap fee is waived under the directive of the Department, DESE. There will be no costs to the families during these times.

- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Families are requested to contact the Service if their child is unable to attend a particular session.
- Casual days are offered to families providing there are spaces available within Club House Boot Camp's license.

### Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Centrelink and provide supporting documentation.
- There are basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.

The child must:

- be a 'Family Tax Benefit child' or 'regular care child' and
- be 13 or under and not attending secondary school and
- meet immunisation requirements

The person claiming the Child Care Subsidy or their partner must:

- meet residency requirements and
- be liable to pay for care provided under a Complying Written Arrangement (their written agreement)
- with their childcare provider
- childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
  - Combined family income
  - Activity test of parents
  - Type of early learning and childcare Service.
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account.
- Families must regularly check their details are correct and report a change in circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances).
- Any disputes with CCS payments is the responsibility of the family.

### Payment of fees

- Authority to pay via direct debit is given by the Declaration of consent when enrolling each child at the Service.
- The direct debit is processed with Fat Zebra direct debit system via Owna, childcare management system.
- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.
- **A dishonour fee of \$2.50** will apply for direct debit transactions where there are insufficient funds to cover the fees.
- **An Admin Fee of \$15** will be charged with every communication chasing up payment for invoices including but not limited to, email, phone, text message.
- Families who do not enter payment details are required to pay the FULL fee of all scheduled attendances. Note, this payment is required to be paid 7 days before the first day of attendance.
  - **Bookings are NOT confirmed until payment details are loaded in the system or full payment has been received.**
  - CCS will be credited to the family account if it hasn't been applied at the time of payment.

### Absences & Make up days

- Families are requested to contact the Service if their child is unable to attend a particular session • Families must still pay the 'gap' fee to the Service if their child is unable to attend if less than 24 hours notice is received.
- Make up days are available during the same holiday period if vacancies permit. No more than 4 make up days in any one holiday period.
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See Child Care Subsidy Handbook). During the COVID-19 pandemic this has been extended to 62 days.
- Allowable absences can be taken for any reason, including public holidays and when children are sick.
- Records will be kept by the Service for each absence.
- Families can view their absence count through their Centrelink online account via [myGov](#). • In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

### Failure to Pay

- If a family fails to pay the required fees on time, a reminder email will be issued immediately.
- A follow up text message will be sent the following day.



- A child's position will be terminated if payment has not been made in response to this communication.
- At this time the Club House Boot Camp Service will initiate its debt collection process, following privacy and conditional requirements.
- **In the event where your overdue account is referred to our collection agency and/or Law Firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including commission on collection of the additional costs and also including legal demand costs.**

### Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.

### Late pick up Fees

- Club House Boot Camp is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late from the Club House Boot Camp Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$15.00 per 10 minutes block or part thereof will be incurred by the family after 6pm.
- Late fees will be automatically added to the family's account.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

### Change of Fees

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

### Cancellation Policy

- Parents are to provide 24 hours written notice of their intention to cancel their child's enrolled day. • If families do not attend their first or last enrolled day, Centrelink will not pay their Child Care Subsidy, resulting in the payment of full fees to be charged.

### Responsibility of Management

The Nominated Supervisor is responsible for:

- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolment information of includes the parent/guardian's Customer Reference Number (CRN) and date of birth and the child's CRN and date of birth
- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required

Resources and information for families

[New Child Care Package Information for Families Resources](#)

[Child Care Subsidy](#)

[Child Care Package Overview](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

#### Source

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education Child Care Provider Handbook

[https://docs.education.gov.au/system/files/doc/other/child\\_care\\_provider\\_handbook\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf)

Australian Government Department of Education, Skills and Employment *Early Childhood and Care*

<https://www.education.gov.au/early-childhood-and-child-care-0>

Australian Government Department of Education, Skills and Employment *Information for child care providers when a period of local emergency occurs*

Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Standard-(2020)

Revised National Quality Standard. (2018)

#### REVIEW

POLICY REVIEWED	March 2020	NEXT REVIEW DATE	March 2021
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<b>MODIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Policy statement added</li> <li>• Implementation information added</li> <li>• CCS section included</li> <li>• Absences section added</li> <li>• Responsibility for Management expanded</li> <li>• Resources and information section added</li> </ul>	
<b>POLICY REVIEWED</b>	<b>PREVIOUS MODIFICATIONS</b>	<b>NEXT REVIEW DATE</b>
<p style="text-align: center;">May 2019</p>	<ul style="list-style-type: none"> <li>- Sources checked for currency.</li> <li>- URLs added.</li> <li>- Sources/references alphabetised.</li> <li>- Minor formatting for consistency throughout policy.</li> <li>- 'Related policies' alphabetised.</li> </ul>	<p style="text-align: center;">May 2020</p>

<p style="text-align: center;">May 2018</p>	<p>New policy created to comply with changes to the Child Care Subsidy</p>	<p style="text-align: center;">May 2019</p>
<p style="text-align: center;">August 2021</p>	<p>Updated Cancellation period. Added OSHC fees</p> <p>Updated debt collection.</p>	<p style="text-align: center;">August 2022</p>
<p style="text-align: center;">August 2022</p>	<p>Updated fees.</p>	<p style="text-align: center;">August 2023</p>