

FEE - PAYMENT



Policy Statement

Families are required to make regular payments through DEBIT SUCCESS in accordance with the centre Fee Structure to ensure their placement is secured.

Policy Implementation

- Upon enrolment families are made aware of the centre's Fee Structure
- Information regarding the centre fees will be found in the Parent Handbook and displayed in the centre foyer
- Before commencing care, two weeks upfront payment needs to be made to keep your account in line with our fee payment cycle
- Should a family use an additional care session, payment for the session will be deducted as soon as it is requested
- When requesting an additional care session, please ensure the funds are available to be debited immediately
- Families will be notified in writing at least two weeks prior to a fee increase (Education and Care Services National Regulations 2012 – Regulation 172(2))
- All families will receive a fortnightly statement to their nominated email address that is provided to the centre on enrolment
- We only accept payment of fees through DEBIT SUCCESS – **we do not accept cash** as a fee payment option
- Families are required to complete a DEBIT SUCCESS form with current credit card details or bank account details on enrolment
- All fees are deducted fortnightly on a Friday by DEBIT SUCCESS from your nominated bank account or credit card
- If an account bounces back twice then placement at the centre may be lost
- It is the parent's responsibility to organise Child Care Subsidy CCS through the Family Assistance Office
- All CCS is paid to the centre in arrears (after care has occurred) therefore amounts are estimated and may change once CCS has been received.
- Details of family accounts will be kept confidential and stored appropriately (Education and Care Services National Regulations 2012 – Regulation 181), (Privacy Act 1988 – National Privacy Principles)
- Families may access information regarding their account at any time
- Management will inform any families with accounts in arrears and notify them of loss of placement or the debt recovery process should the account fall further behind
- All booked days are payable, including any sick days, school pupil free days, public holidays and family vacations. All absent days must be confirmed by parent on child's return on KIOSK.
(Child Care Service Handbook 2011 -2012 – 4.8 – Absences from Care)
- **Two full weeks written notice** is requested for withdrawal of care or decrease days.
- Children not attending in their final two weeks of care will not be entitled to claim CCS and will be charged at the centre's full fees (Child Care Service Handbook 2011 -2012 – 5.9 – Operation of Absences)
- Parents leaving the centre with an outstanding account will be forwarded to the debt collector two weeks after ceasing care and incur any fees for following up overdue accounts
- All Vacation Care bookings at Out of School Care services will be charged for and debited PRIOR to Vacation Care commencing (statements will be forwarded to show the amounts owed and date of the deduction)
- Should the July Vacation Care period for Out of School Care be offered for three weeks, all three weeks will be charged and debited prior to the commencement of the holidays

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 168(2)(o), 172(2), 181

National Quality Framework – QA 7

Child Care Service Handbook 2011 – 2012 – 4.8 – Absences from Care, 5.9 – Operation of Absences,

Privacy Act 1988 - National Privacy Principles

Centre Documents

Sign in/out records, Enrolment Form, Parent Handbook, DEBIT SUCCESS Form

Revised Date

January 2021

Next Review Date

January 2022