

We would like to acknowledge Community Child Care Co-operative (NSW) for material used in this policy



Fees

Quality Area 7 : Leadership and service management

Policy Statement

North Rocks Preschool has a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. The setting and payment of fees takes into account all requirements of the *Education and Care Services National Regulations, Australian Government Child Care Service Handbook*. All records held at the service will be maintained in accordance with the service Confidentiality and Privacy Policy. Families will be provided with accurate fee statements and clear information regarding fee payment processes.

Goals / what are we going to do

To enable our service to provide high quality education and care for children we need to ensure we are financially viable at all times. Our service's financial health and access to our service will be maximised by ensuring families are aware of all fees and fee payment requirements upon enrolment.

Strategies / How will it be done

Fee Payable Accounts

- The Approved Provider with consultation from the treasurer, will determine the required fee level to meet budget prediction for the year.
- The fee schedule and fees payment policy will be fully explained to families during the enrolment process.



Fees

Quality Area 7 : Leadership and service management

- a) Fees payable will be based on weekly amounts
- b) Families will be given a minimum **14** days notice of any fee increase
- c) A statement of fees will be sent to families **14** days in advance
- d) The same fee will be charged to all families for equivalent care arrangement
- e) Families are required to pay fees in advance. A dated receipt, in accordance with Australian Government Guidelines, will be provided for each terms payment.
- f) Families should contact the service to advise of their child's inability to attend as soon as this is known. Fees will be required on days the child would not normally attend.

Payment of Fees

- Fees are payable from the agreed commencement date and must be paid a term in advance.
- Fees may be paid by cheque or electronic funds transfer by direct deposit (internet banking)

Overdue Fees

- Parents with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan. If after week 7 fees have not been paid, or the agreed arrangement are not kept, the matter will incur a \$50 per week late payment fee in addition to the current fees.

Late Collection Charge

Our service reserves the right to implement a late collection charge when parents/guardians have not collected their child/ren from the service before 3.30pm. This charge will be set at \$20 per 10 minutes or part thereof.

Roles and Responsibilities

Role	Authority/Responsibility For
Nominated Supervisor/Authorized Supervisor	<ul style="list-style-type: none">• Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011• Reviewing the current budget to determine fee income requirements• Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability.• Considering any issues regarding fees that may be a barrier to families enrolling at the service and removing those barriers wherever possible• Ensuring that the fees policy is readily accessible at the service• Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.• Ensuring a notice of fees charged by the service is displayed on our website as well as in the service brochure.• Collecting all relevant information and maintaining relevant documents regarding those with Health Care Cards, where applicable
Administrative Officer	<ul style="list-style-type: none">• Providing parents/guardians with a term statement of fees and charges

Roles and Responsibilities

Role	Authority/Responsibility For
Early Childhood Educators	<ul style="list-style-type: none">Referring parents/guardians' questions in relation to this policy to the Approved Provider or Nominated Supervisors.
Certified Supervisors	
Families	<ul style="list-style-type: none">Reading this policy and referring any questions, queries or concerns to the nominated supervisorRecord the arrival and departure times of their child or children attending the servicePay for any booked day of education and careEnsure all fees are kept in advance at all timesProvide 2 weeks notice of withdrawal from service. If child does not attend during this 2 week notice period, full fees will be chargeableNotifying the Nominate Supervisor/Director if experiencing difficulties with the payment of fees.

Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practise gaps, the service will review this policy every 18 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R.172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a families ability to utilise the service; the fees charged or the way in which fees are collected.



Administration of First Aid

Quality Area 2 : Children's Health and Safety

Related Guidelines, Standards, Frameworks

- National Quality Standard Quality Area 7: Leadership and Service Management – Standard 7.3

Sources

- Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au