



## FEES

### POLICY STATEMENT

Lake Mac Newy OOSH sets fees in accordance with its annual budget and biannual review, 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.

**Each of our services also has an additional, thorough Fees, Terms and Conditions Policy of which some of the Terms are listed below.**

### PROCEDURES:

#### (a) Enrolment Fee

An annual enrolment fee is applicable per family, per year (please refer to your services Fees, Terms & Conditions Policy for the fee amount).

#### (b) An Equipment Fee

An Equipment Fee of \$6.00 per child (with a maximum of \$12.00 per family), per term is charged to the Parent's/Guardian's accounts each term to keep equipment safe and user friendly.

#### (c) Childcare Subsidy

Childcare Subsidy is the payment made by the Government to assist families with the costs of childcare. It is paid directly to the service and passed on to families as a fee reduction.

Families are required to make a co-contribution to their childcare fees and pay the service the difference between the fee charged and the subsidy amount (if applicable.)

The service is not directly involved in the calculation of a family's entitlements, this is a matter between the family and Centrelink.

The family is responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their enrolment at the service once we have created a CCS enrolment for your child. Please note, this process won't occur if you don't provide Centrelink Customer and Child reference numbers on enrolment.



Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Childcare Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered later by Centrelink and/or the service.

In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family, full fees are payable until such time as the subsidy is reinstated.

#### **d) 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 Nominated Supervisor/Coordinator/Assistant Coordinator, or they are liable to pay the equivalent of two weeks childcare full fees to the service.

Your child must attend their first booked session and their last booked session (if leaving the service) for CCS requirements. If this is not adhered to, you will be liable for full fees.

#### **Vacation Care**

- Please refer to your individual services Fees/Terms & Conditions policy for the daily fee (Please note, the costs on the program and booking form are before any CCS entitlements).
- Any bookings cancelled after the return date stated on the booking forms will still incur the full fee of the booking.
- Our vacation care sessions are 11.5 hours per day. Please be aware that if you exceed your fortnightly CCS allowable hours, you will be charged a full fee for any days/hours after this.

#### **(e) Absences**

Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.

The service will provide families with information about approved and allowable absences and will adhere to the Childcare Subsidy System (CCSS) in relation to absences.

#### **(f) Service closure**

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

#### **(g) Public Holiday**

Public Holidays that fall in term time when permanent bookings have been made, fees are payable. Public Holidays that fall in Vacation Care time when casual bookings have been made, fees are not payable.



#### **(h) Payment of Fees**

Fees must be paid once invoiced, within the stated due date. A weekly statement of fees charged by the service will be provided to all families (Regulation 168). Fees are charged 2 weeks in advance (for weekly direct debit frequency) and 4 weeks in advance (for fortnightly direct debit frequency) as per Terms & Conditions Policy.

Failure to pay unpaid fees may result in debt recovery action being taken resulting in additional charges and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

#### **(i) Debt recovery**

The Approved Provider employs the services of a debt collector and reserves the right to act to recover debts owing to the service.

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 reminder stating fees are overdue.
2. Clients will be given 1 reminder regarding overdue fees.
3. A payment plan may be discussed regarding late fees
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.

#### **(i) Late collection fee**

The service operates from 6.30am – 6.00pm. The 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 \$10 for every 5 minutes per family after 6pm will be charged to the parent account and is not subject to CCS. 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 Nominated Supervisor 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 Nominated Supervisor will meet with the family to discuss this.



**(j) Methods of Payment**

Fees to be paid by:

- Direct Debit via Fat Zebra – your nominated account/credit card will be debited weekly or fortnightly at your discretion.

Families will be given a minimum of fourteen days’ notice of any changes to the way in which fees are collected (Regulation 172).

**(k) 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 act, for example, to initiate debt recovery.

Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

**(l) Increase of fees**

The fees are set by the Approved Provider 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 days’ notice of any fee increase (Regulation 172).

**(m) Acknowledgement of responsibility to pay fees**

Families are required to read and sign the service’s Payment of Fees/Terms and Conditions Policy.

<b>Education and Care Services National Regulations</b>	<b>National Quality Standard</b>	<b>Other Service policies/documentation</b>	<b>Other</b>
168, 172, 173	7.3  Child Safe Standards 1, 3, 4, 10	<ul style="list-style-type: none"> <li>• Enrolment Form</li> <li>• Enrolment &amp; Orientation Policy</li> <li>• Delivery &amp; Collection of Children Policy</li> <li>• Confidentiality Policy</li> <li>• Governance &amp; Management Policy</li> <li>• Parent Handbook</li> <li>• Fees, Terms and Conditions Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Childcare Subsidy System</li> <li>• Fat Zebra Debit (OWNA)</li> </ul>
<p><b>APPROVAL DATE: February 2025</b>  <b>DATE OF REVIEW: February 2026</b></p>			