

Payment of Fees & Provision of Fee Statements

POLICY STATEMENT

Beauty Point OOSH is a not-for-profit, community based, Out of School Hours (OOSH) Centre that aims to provide affordable quality childcare for local families. All children have a right to equal access to quality children’s services, regardless of economic status, cultural background or disability. Our fees must cover our operating costs which include;

- Staff Salaries, Sickness & Holiday Pay
- Relief Staff
- Replacement of worn out equipment
- Craft materials for the children
- Office materials
- Rent
- Superannuation
- Training
- Acquisition of new equipment
- Weekly nutritional menu for children
- Utility Bills e.g. electricity, cleaning etc.

CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Other policies/documentation	Service & Other
168, 172, 173	7.3	<ul style="list-style-type: none"> • Enrolment Form • Enrolment & Orientation Policy • Delivery & Collection of Children Policy • Confidentiality Policy • Governance & Management Policy • Parent Handbook 	<ul style="list-style-type: none"> • Child Care Management System

PROCEDURES

Membership

The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child’s enrolment.

As a member of the Incorporated Association, one representative of the child’s family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

A membership fee of \$40.00 is payable on an annual basis.



Setting Fees

Fees are to be set on an annual basis by The Management Committee, based on the annual budget. This is to ensure that the income required will be received to allow the service to run efficiently.

The The Management Committee will examine the current budget, assess any likely future financial liabilities and receive advice from the Accounts Officer and Director in order to set fees accordingly.

The fees for the Centre Service are as follows;

Service / Position	Casual	Permanent
Before School Care	\$18	\$15
After School Care	\$29	\$26
Vacation Care	As stated on the program	

Childcare Benefit

Beauty Point Out Of School Hours Care Inc. is an accredited service, so parents can receive government support for the fees under the Federal governments "Child Care Management System"(CCMS), as long as the family register with Australian Department of Education, Employment and Workplace Relations (DEEWR) for the benefit and advise the Centre of their CRN.

Most Australian families are eligible to receive childcare fee rebate from Centerlink. Families who are eligible for the Federal Government's CCB subsidy or the Child Care Rebate (CCR) will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB and/or CCR applied to their account, families must first register with the Centerlink's Family Assistance Office. The service encourages families to authorise the CCR and CCB to be paid directly to the service.

- It is parents' responsibility to have their eligibility for Child Care Benefits (CCB) and/or CCR assessed by Centrelink.
- CCB and/or CCR will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- Families will only be eligible for CCB and/or CCR if OOSH attendance records are accurately completed and signed by the parent.

Implementing our Payment Policy



- Beauty Point OOSH does not require a bond payment.
- All families enrolled in the Centre **must fill in an EZY DEBIT Direct Debit Authority Form and provide the Centre with their bank, debit card or credit card details.**
- Details of family's fees and accounts will be kept confidential and stored appropriately.
- Attendance will be marked as per daily rolls.
- All families are required to pay for the balance owing in their account plus 2 weeks **in advance based on estimated bookings.**
- Accounts will be processed every fortnight, on a Friday. Fees will be invoiced and emailed to parents/guardians directly on that Friday. Parents/Guardians are then asked to ensure their bank account/credit card holds the necessary funds, as you will be direct debited on the following Monday.
- The Centre uses a secure service, which authorises direct debit, Ezi-debit, to automatically pay money owed to BPOOSH from your nominated bank account (or credit card). See www.ezidebit.com.au
- Parents may nominate a bank account or a credit card for payment.
- BPOOSH absorbs the cost of direct debit transactions but credit cards attract an additional fee of 1.87% for VISA and Mastercard or 4.4% for AMEX (or min of \$0.88 cents will be charged).

IMPORTANT:

Permanent bookings: Families with permanent bookings will be charged every fortnight for any amount owing plus 2 weeks in advance. The charges will take into consideration the estimated Government rebates.

Casual Bookings: For families wishing to enroll their children for casual days, their account will be charged on the first Friday after their booking has been accepted. The family must have filled in the Ezi-debit form with bank or card details.

Dishonored Ezi-debit payment/Late payment/non-payment of fees procedure



If the parent/guardian has not communicated the reasons for non-payment, late payment, or if fees are not paid due to insufficient money in nominated Ezi-debit account (called dishonoured payment), the following procedures will be implemented:

- Step 1: A written reminder notice (via email) will be sent to the parents/guardians within **5 days** of the fees becoming overdue indicating that an alternate collection date needs to be determined within the next **5 working days**.
- Step 2: If overdue fees remain unpaid, and the parents/guardians have not made contact with BPOOSH within the 5 working days, a BPOOSH representative will attempt to communicate via telephone to collect a payment on the telephone or ascertain whether temporary alternative payment options are being sought.
- Step 3: If overdue fees remain unpaid for more than 14 days, and alternative payment options have not been agreed, the BPOOSH Director and Management Committee reserve the right to withdraw the **parent's membership and suspend attendance with immediate effect**. Alternate means of collection for any amounts still owing will then be sought.

Re-instatement of any withdrawn membership is solely at the discretion of the Management Committee.

The **Treasurer** and any committee member involved will ensure the Privacy Policy of the centre is complied with and staff will not be involved in any stage of this process. Staff may be consulted on a child's attendance rates and any other information required for the **Treasurer** to fulfil their role. The **Treasurer** and any other committee members involved will ensure the centre's Privacy policy is complied with in relation to the family's financial/personal situation.

Confidentiality

All information in relation to fees will be kept in strict confidence. Members of staff, management committee will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, 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.



Increase of Fees

The fees are set by the Management Committee in order 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 (14) days notice of any fee increase (Regulation 172).

Bookings & Cancellations

Each family is expected to make bookings in advance, for the care sessions required. Permanent 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, or they are liable to pay the equivalent of two weeks child care fees to the service.

Holding Places

In the event of a child not requiring care for an amount of time, due to extra-curricular activities, a place-hold will be available. The family must give written notice to the Nominated Supervisor of the start and finish of the place-hold and will be charged the fee payable for the permanent position whilst the place is on hold. The permanent position will then be temporarily offered to another family who requires care (priority will be given to those on the permanent position wait list). This permanent position will then be given back to the place-holder at the finish of the notified place-hold. If the place hold dates are to be varied, two (2) weeks written notice of the variation must be given to the Nominated Supervisor. A family on the wait list that takes a temporary place-hold position does not forfeit their place in the permanent position wait list.

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. Fees for absences will be waived if families provide two (2) weeks written notice.

The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences.

Families are required to notify the Centre in the case of an absence for every day their child is supposed to attend. Failure to do so will result in a strike. After three strikes, families will be subject to exclusion from the Centre.



Service Closure

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

Debt Recovery

The Approved Provider reserves the right to take action to recover debts owing to the centre. This can include the engagement of debt collectors. Using a debt collector will be considered as a final option after attempts to implement other payment procedures have been offered.

Where a family owes **the cost of more than 4 sessions** to the Centre, the committee reserves the right to not allow further placements in programs until all outstanding monies are paid, or a payment plan is agreed and adhered to by both parties.

Late Collection Fees

A fee of \$15.00 per 15 minutes of part thereof will be charged for the late collection of children e.g.: 6:01 – 6:15pm - fee will be \$15.00. If this is a continuous habit there is a \$15.00 increase on each time slot e.g. 6:01 – 6:15pm second time collection will be \$15.00, third time collection will be \$30.00 etc.

	6:01 - 6:15 pm	6:15 - 6:30 pm	6:30 - 6:45 pm
1 st	Warning	Warning	Warning
2 nd	\$ 15.00	\$ 30.00	\$ 45.00
3 rd	\$ 30.00	\$ 45.00	\$ 60.00
4 th	\$ 45.00	\$ 60.00	\$ 75.00
5 th	\$ 60.00	\$ 75.00	\$ 90.00

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.

The service operates from 7:30 – 9:00am during Before School Care, 3:00 – 6:00pm during After School Care, and 7:30am – 6:00pm during Vacation Care. 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 will apply.

Notice of Hardship

As the centre is a family service run by parents/carers, the Management Committee is always willing to try and be accommodating and flexible where possible. Communication between families and the committee is essential. If a parent is suffering financial hardship and cannot pay an account, this can be communicated in writing to the Centre via email.

- Each situation will be discussed individually taking into consideration the best interest of the child and the family.
- The discussions will be confidential.
- The discounted rates will be applicable for the family for a specific time frame. This time frame will be decided by the Management Committee and revised when the time frame expires.
- The families eligible for centre's discounted rates will be informed either by a president of the Committee or by the Centre Director.
- Discounted rates will be offered for all types of care the Centre offers, the specific discounted rates will be set by the Management Committee.
- The family that receives a discounted rate will be given a two week's notice if their circumstances no longer entitle the family to discounted rates.

If you are experiencing financial hardship, please contact Luciana Muratori from Finance to discuss payment options. (bpoosh.finance@gmail.com)

Acknowledgment of Responsibility to Pay Fees

Families are required to read Booking Policies in the Centre's Parent Handbook provided and sign the Centre's Enrolment Form.

ENDORSEMENT BY THE SERVICE

Approval date:	27/11/2015 09/02/2016
Date for Review:	27/11/2017 09/02/2017