



Moore
Park Gardens
CHILDCARE

Fees Policy

Aim

For parents to pay their child care fees on time as agreed upon at enrolment.

Legislative Requirements

Current Tax System (Family Assistance) Act 2017
Education and Care Services National Law Act 2016
Education and Care Services National Regulations 2016
National Quality Standards 2016
Child Care Service Handbook 2016-2017

Who is affected by this policy?

Parents
Management

Implementation

Fees must be paid according with the Centre's policy, and kept in advance at all times.

A waitlist management fee of \$55.00 (correct as of 1/11/2017) is required when lodging an enrolment application form using Mywaitlist.com via PayPal. This will fee will come off a families bond amount if/ when they are offered (within two month of their requested start date) and accept a position at Moore Park Gardens Childcare. This reduction in bond applies to the first offer made to a family only.

If they are offered a position that meets their required start date (within two months) but decline, families will remain on the list, but if/ when they are offered another spot with us, there will be no reduction in the bond amount, and their waitlist fee is non-refundable and non-transferable.

Families within the Centre will always be prioritised ahead of waitlist families (depending on priority of access requirements) to move, change or increase days.

A bond payment of four (4) weeks full fees must be received by the notified date, to ensure your position is secured. This will be refunded two weeks after terminating care (if families receive benefits) or used during your termination period if full fees are paid by the family. This applied to families who accept positions and terminate care prior to starting. Bonds must be paid by direct transfer into the Centres Rabo Bank account.

The first month's fees must be paid prior to the first day of your child's attendance for the week, and will automatically be deducted when handing in your Direct Debit Request (DDR) from your nominated account.

All fees are required to be paid on the 1st of each month (variable) for the month in its entirety (either 4 weeks or 5 weeks – see below). These fees will be deducted from the nominated account or credit card recorded on your direct debit form at the time of enrolment. Bank fees charged as per DDR.

Account details will be held with Kidsoft and Numeropro our direct billing operator. Details will not be held in the Centre and digital or written records destroyed once entered into Kidsoft. Updating details is the responsibility of the parent including when credit card details expire or bank accounts changed.

Details regarding privacy, bank charges and information will be sent with DDR forms and updated by Numeropro and Kidsoft as required.

It is each families responsibility to check statements monthly and bring any questions to the attention of the billing department billingmpg@exceptionalkids.com. The Centre is not responsible for CCR/ CCB or benefits, and these may change without notice as per the government regulations. Benefit information will be updated in July 2018.

Families who exceed their government CC benefits will be charged full fees. This is regulated by the government.

Benefits are estimated in advance (based on previous benefits received) and may change depending on circumstance.

A child care assessment (CCA) with the Family Assistance Office is required prior to starting care to assess eligibility for CCB/CCR. Correct details must be given to the centre including the linked parents CRN and DOB. Any incorrect information or changes may result in families having to pay full fees until rectified with the FAO. Information on how to obtain a CCA will be sent out when a position is confirmed.

Child Care Benefit (CCB) is available to all families who are Australian Residents. Parents must contact the Family Assistance Office (FAO) to register for Child Care Benefit and Child Care Rebate (CCR) before starting care.

Statements will be issued on the 28th or 29th of each month for the upcoming month, and receipts sent out via email on the same day for bonds and fees paid during that month.

Fees are required to be kept at least **ONE (1) month in advance at all times**, as per the billing schedule.

The fee schedule is as follows – Current week (that the day the 1st of the month falls in) plus four weeks in advance. This means that some months are four week billing months and some are five week billing months.

Fees are payable in advance for every day of your child's enrolment including pupil free days, public holidays, sick days and family holidays. This excludes the days over Christmas when the Centre is closed.

Bonds will not be refunded when reducing days unless with prior communication with the billing department.

NB: There are major changes coming into effect July 2018 to both the CCB & CCR. Separate policy to be updated as soon as the new information is made available

Our terminating policy is that four billing (4) weeks written notice must be given. 6 weeks' notice is required during the re-enrolment process at the end of the year. Notification when this process commences will be sent out via email in October.

Additional bonds may be requested when increasing days. Bonds will be applied to the last weeks fees when terminating care or refunded 2 weeks after care has been terminated.

If fees fall in arrears without prompt payment your bond may be used to cover the cost and care may be terminated immediately.

Current daily prices are available on the website :-

Under threes Prices per day are \$139.00
Preschool Prices per day are \$119.00

Prices correct as of 1.07.17

Overdue Fees

- Families will receive an automated text when fees fail from the Kidsoft system, and it is the responsibility of the billing person to contact the Centre on billingmpg@exceptionalkids.com to make arrangements for prompt payment or multiple late fines and bank charges may incur.
- This includes where families have failed to update their card details in needed.
- Failed fees will be automatically tried to be deducted two more times (in consecutive weeks) before the Centre will contact the families.
- **Continuing failed payments and payments in arrears will jeopardise the child's place in the Centre.**

Fee Reviews

- Management will conduct two financial assessment reports per year to calculate the incoming and outgoing expenses of the Centre.
- The outgoing concerns will be analyzed and decisions made in relation to excessive expenses.
- Public holiday non billing and changes to regulations will be taken into account during the fee review, as will ongoing vacancies, which may decrease the incoming and increase the outgoing expenses.
- Government legislation, assessment processes, CCB and rebates will also be taken into consideration when planning a fee review.
- Fee increases will be kept to a minimum with the yearly fee increase at the beginning of July each year.
- Fee increases will not be implemented at the start of the year without suitable reason and ample warning for families.
- Families will be given at least four weeks' notice of any fee changes.
- Families must also provide the required four billing weeks' notice when changing or terminating care.

Late Collection of Children Fee:

A \$20 flat fee per family will be charged for the first 10 minutes and then \$5.00 per minute after that. The person collecting will be asked to sign a form to agree on the time and this will be handed to the Director to organise payment the next business day. This fee is payable in cash and is given directly to the educators who have stayed back in their time to care for children. If a family is unable to pay the late fine in cash, it will be processed with their fees in their next billing cycle. Parents will be required to authorise this deduction when collecting their child.

The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.

Sources

- **Children's Services Award 2014**
- **Education and Care Services National Law Act 2016**
- **Education and Care Services National Regulations 2016**
- **Guide to National Quality Standards January 2017**
- Retrieved October 2017 <http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF-Resource-03-Guide-to-NQS.pdf>
- **Child Care Service Handbook 2017-2018**

Review

- The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

Reviewed: January 2017 & October 2017

Date for next review: July 2018 (CCR & CCB changes)