

POLICY FOR FEES

Revised: October 2016 Version 8 | Review: June 2018

RATIONALE

Salamander Child Care Centre Inc is a non-profit organisation run by a Management Committee elected by parents who use the Centre. Salamander Child Care Centre Inc has a responsibility to the wider community to make effective managerial and financial decisions to ensure its continued financial viability and to provide fair and equitable access to families.

AIM

- To ensure allocation of placements is fair and equitable and in accordance with Priority of Access Guidelines.
- To ensure the Centre maintains an occupancy rate that sustains its continued financial viability.
- To ensure the Centre's income (fees) covers the Centre's expenses as per yearly budget.

IMPLEMENTATION

Fees will be determined by the Management Committee no later than the October Committee meeting each year.

As Salamander Child Care Centre is a not for profit organisation the daily fee is determined by the full costs of operating the service. All monies arising from fees will be put back into the operations of the service.

New Enrolments

- An enrolment invoice will be issued to all new clients. The following fees are payable for each child enrolled into the service:
 - Upon acceptance of the position a Refundable Bond must be paid to secure the position.
 - Two weeks fees need to be paid in advance by the first day the child attends. Please note as CCB and CCR pays in arrears this will require families to pay two weeks full fees until the rate of CCB and CCR is established.

Bonds

- Bonds are refundable only when sufficient notification to leave the service is received (**4 weeks**) and all outstanding monies owing have been paid.
- After finalisation of CCB and CCR payments to the centre, and all outstanding monies owing have been paid, any remaining bond credits will be refunded directly into the family's nominated bank accounts. Families are required to complete the **Goodbye & Farewell Form** located at the front desk to advise notice and provide nominated bank account details. Refunds may take a few days as it processes through our internal accounting procedures.

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Regular Fees

- All fees are to be paid two weeks in advance on the first day of your child's attendance at the Centre each week. Actual fee reductions as a result of CCB/CCR are provided to the Centre following submission of online weekly Attendance Records. This works in arrears of attendance therefore families are responsible for paying the full fees until such time as the gap fee can be established.
- Fee statements are issued at the beginning of each month. Fees can be paid monthly, but must be paid 2 weeks in advance.
- Fees may be paid via EFTPOS (savings or cheque accounts only) or direct credit.
- Fees are charged for all enrolled days, with the exception of public holidays, and Centre closure times. Fees are charged for all absences including sick days and annual holidays.
Families eligible for CCB need to be aware of allowable absences limits as per the Department of Human Services requirements.
www.humanservices.gov.au/customer/services/.../child-care-benefit

Occasional Care Day Fees

Occasional Care Days may become available if a child is absent from the service due to illness or leave. Families may require additional days to enable them to attend appointments, work an additional day to support their employer or to attend study needs. The service may be able to assist families in need with an Occasional Care Day which will be added to your account as a regular fee day.

Families requesting an additional day can phone or speak with an administration officer to place their child on a waiting list for the additional day.

Places will be allocated in line with priority of access guidelines.

Leaving the Centre

Four weeks written notice is required if a child is leaving the Centre.

Late Collection of Children Fees

Children must be off premises by **6.00pm** each day.

If parents become aware they may be late due to unforeseen circumstances they are asked to call the centre to inform staff of their estimated time of collection and the reason for their delay.

A late form will be completed by staff and signed by the parent to verify the time of collection and reason for the delay. The form will be given to the Director for a decision regarding late fees.

Late fee charges are as follows:

\$2.00 per minute for the first 5 minutes past 6.00pm

\$5.00 per minute thereafter

If the child is not collected by 7.00pm and staff have not been contacted to inform them of a delay the child will be classed as being abandoned and DOCS will be notified.

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Outstanding Fees

As per the Enrolment and Fee Policy all fees are to be paid two weeks in advance.

Every Monday after the receipting has been done, an outstanding debts report will be run for review and action by the Director.

For fees in arrears the following steps will be taken:

- Any client who is in arrears with fees will receive a courtesy reminder letter requesting that they bring their account in line with the Centre's Fee Policy being paid two weeks in advance. This letter will be emailed or placed in the child's pocket and will be signed by the director.
- Any client who does not bring their account up to date within a week of the letter going in their pocket, will receive a second letter requesting payment of their account in full immediately otherwise their child's position in the Centre will be forfeited. This letter will be sent via email and will be signed by the Director.
- If there has been no action or communication from the client by the time the next outstanding debts report has been run, a third and final letter will be issued demanding payment of the full amount by 5.00pm, 5 working days from the date of the letter. (It is recommended this will be sent via registered post, to ensure that the client receives the letter.) This will be signed by the President.
- If the amount is still outstanding after the 5 working days and no arrangements for repayment of the debt have been made, then the child's position will be terminated. This will be done via way of a telephone call made by the Director, followed by a letter stating the date on which the child's last day is/was, the reason for termination of the position and demanding the payment of the outstanding debt again. This will be signed by the President and Director.
- Salamander Child Care Centre will then seek legal action and any cost associated with the recovery of the debt will be passed onto the client to whom the outstanding fees have been billed to.

Fundraising

Salamander Child Care Centre is a cashless operational service, therefore any fundraising activities will be added to families' accounts. See Fundraising Policy.

At various times throughout the year Salamander Child Care Centre will hold fundraising events that will give families the opportunity to participate by purchasing event tickets or raffle tickets.

The cost of these will automatically be added to each family's account. **It is each family's responsibility to notify the Centre if they do not wish to contribute to the fundraising event and if they would like this amount to be removed from their account before the event occurs.**