

GUIDING PRINCIPAL FEES POLICY

QUALITY AREA 6: COLLABORATIVE PARTNERSHIP WITH FAMILIES AND COMMUNITIES
QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT

Introduction:

- PCYC is a charitable organisation
- Fees are set in accordance with its annual budget in order 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.

Governance:

- All educators (whether casual, part time or full time) are subject to the policies and procedures in governing PCYC- Out of School Hours.
- All families are subject to our policies and procedures

Definition:

- Educators: Staff who hold qualifications in Children Services
- Staff: Staff who don't hold any qualifications in Children Services

Policy

PCYC Membership:

- All children attending PCYC- Out of School Hours must be members of PCYC NSW before they may attend the service, membership fees \$10.00 (junior fees) per year.
- Educators should ensure that children are members by checking names in Links on receipt of Booking Forms.

Child Care Subsidy:

Most Australian families are eligible to receive Child Care Subsidy (CCS). Families who are eligible for the Federal Government's Child Care Subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have Child Care Subsidy applied to their account, families must first register with Centrelink and provide the service with the Customer Reference Number (CRN) for both the parent and the children.

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 PCYC- Out of School Hours coordinator, or they are liable to pay the equivalent of two weeks child care fees to the service.
- Each family will be charged a one off Enrolment fee of \$50 upon enrolment.

Failure to Notify:

- Families are required to notify the service when their child/ren is absent
- Families will be given one warning for not notifying the service of child/ren absence
- Families will be charged a \$50.00 fine after 1 warning per child
- Families will be charged a \$50.00 per child for every time their fail to let the service know their child is absent

Absences:

- Fees are to be paid for the days the child is booked into PCYC Out of School Hours, including times when the child is absent due to illness or holidays, or sent home from the service due to illness or dangerous behaviors.
- Centrelink only allows each enrolment to have a total of 42 days allowable absences per financial year.
- Families can apply for more allowable absences directly to Centrelink.

Service Closure:

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

Payment of Fees:

- All new families will be required to sign up to the iPay system. Families who refuse will not have care offered to them
- Families will be given a minimum of fourteen business days' notice of any changes to fees

Debt recovery:

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed, the family will be responsible for all fees associated with recovering the debt.
- All families who have incurred a \$200-\$500 and above in overdue fees will have 14 business days to pay the debt or enter a payment plan.
- Failing to pay the overdue fees will result in care being cancelled/suspended until the debt is paid in full.
- Families who owe above \$500 will have 14 business days to pay debt or care will be cancelled.
- Families can enter a payment plan but cannot enter care until the overdue amount is below \$500 – All fees must be paid in full within 3 months of beginning payment plan.

Late collection Fee:

- The service operates between the hours of 6am – 6pm (these hours may vary).
- Staff are unable to accept children in the service outside of these hours due to regulations.
- Should children be present after the closing time, a late fee of **\$20.00 per 15 minutes or part thereof** will apply.
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- Families who are continually late collecting their children, (3 times) without a valid reason, will have their child's place at the service cancelled. Should this be the case, the Coordinator will meet with the family to discuss this.

Methods of Payment:

Fees are to be paid by:

- Direct Debit (I-Pay) - from your bank account or credit card to the service's bank account.
- Families will be given a minimum of fourteen business days' notice of any changes to the way in which fees are collected (Regulation 172).

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 take action, for example, to initiate debt recovery.
- Families may access their own account records at any time through the HubHello parent portal.

Increase of fees:

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

Date Approved: November 2018

Review Date: November 2020

Documents Considered:

Education and Care Services National Law 2010

Education and Care Services National Regulations 2010 and 2014 Update (168, 172, 173)

Child Care Management System

Enrolment Forms

Orientation Policy

Delivery and Collection Policy

Confidentiality Policy

Governance and Management Policy