

FEES POLICY

Rationale:

The Queen Elizabeth Hospital Community Child Care Centre (TQEHCCCC) is committed to providing a high quality service, ensuring its fees are affordable and that all families have access to subsidies that are available to reduce these fees. As a community based, not-for-profit centre we rely on the timely payment of fees for the continued operation of an exceeding Education and Care service.

The Management Committee of the centre will set fees at the end of each financial year on completion of the annual budget with a review of operational needs of the service in January. Families will be notified of any fee increase within a month.

NQS: 7.1.2 Management Systems-‘Systems are in place to manage & enable the effective management & operation of a quality service.’

National Regulations: Education & Care Services must have policies & procedures-168 (2) (n)

Centrelink Assistance

Child Care Benefit (CCB) is available to all Parents/Guardians who meet the eligibility requirements. Families can register for CCB either by phoning the Family Assistance Office (Centrelink) on 136 150 or online www.humanservices.gov.au/childcarebenefit

Families can also apply for Child Care Rebate (CCR) which provides families with a rebate of 50% of your out of pocket expenses, up to a capped amount per year. Families usually nominate the centre to receive their CCR so that Families fees are further reduced.

Note: from July 2nd 2018 Child Care Subsidy will replace the existing Child Care Benefit & Child Care Rebate payments. For more information please go to www.humanservices.gov.au/childcaresubsidy

Special Child Care Benefit: Parents whose family circumstances suddenly change causing short term financial difficulties may be eligible for Special Child Care Benefit. More information is available at the Centre or online.

Absences: A child is allowed to have 42 absences in a financial year for any reason. Once all 42 absences have been reached documented proof is required for any additional absences for continued CCB entitlement as assessed by the Department of Human Services.

Payment of Fees

Fees are billed weekly in arrears and emailed to families on a weekly basis.

The service encourages Electronic Bank Transfer (eft) into the Centre’s bank account to maintain a consistent and convenient fee schedule.

Please note that 4 weeks’ notice is required for any temporary or permanent changes to your child’s bookings, e.g. changes to days or when your child has their last day at the centre. This needs to be recorded on the centres’ **‘Change of Permanent Booking Form.’**

It is family's responsibility to ensure that they complete this form and return it to the centre. Four weeks' notice will commence once the form has been received.

Bond

A four week bond is required by the centre this is based on expected usage for example if Families require full time or part time care.

The bond is repayable, minus any outstanding fees once your child/children cease coming to the Centre.

Late Collection

Parents who collect their child/children after 6.45pm will incur a late fee of \$15 for the first 15 minutes per child and \$20 per 15 minutes thereafter for which CCB/CCR is not claimable.

Overdue payments and Debts

The following outlines the process for overdue payments:

- A reminder message will be added to all accounts that reach 4 weeks overdue.
- If the account remains unpaid Families will be notified in writing and /or phone in setting up a payment plan in consultation with the Director.
- If accounts continue to remain unpaid with no action taken this matter will be referred to a debt collection service to recover unpaid fees.