

## 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. 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 Director of the centre in consultation with The Management Committee will set fees at the end of each year and fee increase will be effective from January each year. The centre will provide a minimum of four weeks' notice of intent to increase fees.

### Centrelink Assistance

Child Care Subsidy is assistance that helps families with the cost of child care. You have to meet eligibility criteria in order to receive assistance.

For more information on eligibility and how to apply, please follow the link: [Child Care Subsidy](#)

Special Child Care Benefit payments ended on July 1 2018. If you have been receiving this payment you may be eligible for Additional Child Care Subsidy (Temporary Financial Hardship).

For more information please visit: [Additional Child Care Subsidy](#)

**Absences:** Under the Child Care Subsidy 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 entitlement as assessed by the Department of Human Services.

If child has not attended the service for eight continuous weeks the subsidy payments will stop and enrolment will be considered cancelled. If you wish your child to continue attending, the service will need to submit new enrolment details.

For more information please visit: [End of enrolment](#)

### Payment of Fees

Centre operates 50 weeks per year with 2 weeks closure over the Christmas period. Fees are invoiced 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

A late collection fee will apply to any parent/guardian that has not collected their child before the designated closing time for the centre. This will be charged at \$30 for the first 10 minutes and \$10 accrued every 5 minutes thereafter.

## Overdue payments and Debts

The following is outlining 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.

## References:

Australian Children's Education & Care Quality Authority

<https://www.acecqa.gov.au/nqf/national-law-regulations/national-law>

Education and Care Services National Law Act 2010

[http://www.legislation.vic.gov.au/domino/Web\\_Notes/LDMS/LTObject\\_Store/ltobjst10.nsf/DDE300B846EED9C7CA257616000A3571/D38DBD79C4A26CCECA2582270002C054/\\$FILE/10-69aa012%20authorised.pdf](http://www.legislation.vic.gov.au/domino/Web_Notes/LDMS/LTObject_Store/ltobjst10.nsf/DDE300B846EED9C7CA257616000A3571/D38DBD79C4A26CCECA2582270002C054/$FILE/10-69aa012%20authorised.pdf)

Education and Care Services National Regulation 2011

<https://www.legislation.nsw.gov.au/regulations/2011-653.pdf>

Department of Human Services

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim/confirm-enrolment#whathappens>

<https://www.humanservices.gov.au/individuals/services/centrelink/additional-child-care-subsidy>

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Reviewed	Reviewer	Approved	Next review
October 2019	Senka Jelic Assistant Director	Management Committee	October 2021