Page 1

**FEES POLICY**

**Aim:** The Settling and payment of fees takes into account all requirements of the Education and Care Services National Regulations, Australian Tax Office, Privacy Act (1988) and the guidelines contained within the Australian Government Child Care Services Handbook. The Rumpus Room Children’s Centres understand the importance of maintaining accurate fees statements and providing clear information to families on the fee’s payment process.

**Explanation:** The Rumpus Room Children’s Centres approach to equal access to all families is based on the principles of equity and Kindness.

**Implementation:**

1. The approved provider will determine the required fee level to meet budget prediction for the next year. Therefore, at the beginning of each calendar year, the new fee structure will be in place. The fees may also rise if there is a regulatory requirement to increase staffing, qualifications or any other unforeseeable change.

2. A non-refundable $100 Enrolment Acceptance and Administration Fee is to be paid once

an offer is accepted and is non-refundable. If an Enrolment Acceptance and Administration Fee is paid and the child does not attend, their fee is forfeited, as is the 2 weeks fee in advance required to hold a spot for the new year. This is in line with our 2-week notice period

3. Payment of fees is to be by-

1. Direct Debit (PERFED METHOD)

 2. Credit Card/ EFTPOS at the Centre or

 3. Direct credit initiated by families.

4. Payment through our website, by clicking on the ‘Payment’ option.

**Cash and cheques will not be accepted**

Centrelink entitlements (Child Care Subsidy) or your % can be claimed as a reduction in fees. A detailed guide to the process of registering with Centrelink for reduced fees is available with the information pack or by contacting the Service. After enrolment check your mygov page and confirm a notification of enrolment when it comes through. (if there are any problems check that your child is registered at Centrelink and has a CRN)

1. Upon enrolment, the Two weeks holding deposit will be placed in the Advance Fee account, and will be based on your Centrelink %, of the scheduled full fee.

2 If you do not have the official Centrelink subsidy % or your Centrelink is not active you will be required to pay two full weeks. This two weeks’ payment will be classified as a Holding Deposit and will appear on your statement as a transfer not a balance of your general account.

3. You will then be required to pay two full weeks of either your subsidised rate or the full fee depending on your Centrelink status on your start date. This is mandatory to keep your fees account in credit at all times.

4 If notice to leave is submitted in writing then this will cover the last two weeks of attendance, unless your child does not attend, then you will be charged full fees as per Centrelink requirements they will not pay for any unattended days from the last physical attendance over 3 hours..

5. Families will receive a Two-Weekly statement on commencement and fortnightly thereafter. This statement will indicate the amount owing (or in credit) taking into account the next 2 weeks. Fees are DUE 7 DAYS AFTER the statement is issued.

Current as of 3rd July 2019.

Page 2

6. Fees are payable for the days a child is booked into the Centre, including days when the child is absent due to sickness or holidays. Fees are payable for 50 weeks each year. The Centre will be closed for 2 weeks over Christmas where payment is not required.

7. If we are able to offer the sessions and another family is able to take your holiday bookings, then that family will be charged the daily fee and yours will be removed from your statement. If not then you are responsible for those bookings.

8. The Rumpus Room Children’s Centres doesn’t charge for any calendared public

holiday where the centre is closed.

 **Late Collection Fee.** It is a requirement that the parent/guardian should ring the service

to advise they will be late to collect their child. A late collection fee will be charged to.

You should be on the premises by no later than 5.25pm in order to vacate the centre by the licenced time of 5.30pm.

* The fee charged is $25 for the first 15 minutes or part there/of and a further $25 for every 15 minutes or part thereof afterwards. (e.g. If you arrive 17 minutes after closing time, the charge will be $50).

The fee charged for late collection is determined by: \*The service’s need to recoup expenses incurred in employee overtime wages. \*The need to stay within our licensed hours of operation. \*Special circumstances i.e. traffic accidents or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

When a parent/guardian is continually and regularly late arriving at the service to collect their child, the Nominated Supervisor will communicate to them that they are not to bring their child to the service until the outstanding fees are paid.

 A family who is four weeks or more behind in the payment of fees, (i.e. 2 weeks

behind current date), may be asked to vacate the position or the enrolment may be withdrawn. Normal debt-recovery procedures will be followed.

At least 2 weeks written notice, **during operational period**, must be given if a child

is to be withdrawn from the centre. Christmas closure is not an operational period therefore does not count as notice period.

Current as of 3rd July 2019.

Page 3

ADDITIONAL ASSISTANCE

If families who need assistance with fees or to make arrangements for debt recovery, the Family will need to contact the Accounts Department or will be contacted by the accounts department, via email at pelican@therumpusroom.com.au or on extension 3 of 02 49408686.

The Accounts department will create a payment plan or other agreement, this will be emailed out and the parent Liaison made aware of all steps to be followed including possible mandatory Direct debit payments or dropping days to assist in debt or payment issues, or we may be able to assist with extra Centrelink assistance applications.

This policy links to the following NQS: National Quality Standards: 7.1.2, 6.2.2, See Appendix 1-National Law (section) and National Regulations (regulation)