



FEE POLICY

This policy will consider all aspects of The Child Safety Standards in regards to authorised persons (Standard 10 Policies and Procedures) and thereby minimising any potential risk factors

Aims: The Settling and payment of fees considers 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 fee statements and providing clear information to families on the fee's payment process.

Implementation: The approved provider will determine the required fee level to meet budget prediction for the next year. Therefore the new fee structure will be in place in January for some centres and July for some. The fees may also rise if there is a regulatory requirement to increase staffing, qualifications or any other unforeseeable change.

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 position. This is in line with our 2-week notice period

Payment of fees is to be by Direct Debit and this can be set up upon enrolment with our Parent Liaison at each centre.

Centrelink entitlements (Child Care Subsidy) can be claimed as a reduction in fees which are payable to the service and reduced fees then invoiced onto you. The director/Parent Liaison can provide further information on how to check eligibility and to start your assessment.

This process can take up to 28 days so we can recommend lodging your intention to claim as soon as you consider enrolling your child. If your child starts at the centre before your assessment has been confirmed, you will be required to pay full fees. Depending on the circumstances, you may be back paid any CCS amounts of your child starts at The Rumpus Room, but you will need to refer this to Centrelink for clarification on this as it is an agreement between you and Centrelink.

As well as the non-refundable \$100 enrolment fee; families are required to pay a 2-week bond. The bond is held securely until you provide your 2 weeks' notice to withdraw from



the centre and is equal to the total number of days your child attends within a 2 week period.

If notice to leave the centre is submitted in writing the bond 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.

Families will receive a running tally style statement each Monday via the OWNA app.

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.

The Rumpus Room Children's Centres does not charge for any calendared public holidays when 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 may be charged.

- 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 late collection fees are paid.

A family who is 1 week or more behind in the payment of fees due to rejected Direct Debit , (i.e. 1 week behind current date), you will be contacted for payment and 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.

ADDITIONAL ASSISTANCE- If a family is experiencing financial hardship, we encourage you to reach out to the Parent Liaison or centre director to discuss next steps. Centrelink



may be able to assist with Additional Child Care Subsidy payments (where 100% of fees may be covered for up to 13 weeks- subject to conditions).

A payment plan may also be agreed upon. A mutually agreeable written plan will be created, and an agreement to repay set amounts at set times. Failure to adhere to this could result in the immediate termination of your child's spot.

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)

Implementation: