



# Fees

Approval: November 2022

Review: November 2024

## POLICY STATEMENT:

Bondi Before and After School Care sets fees 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.

## NATIONAL QUALITY STANDARD (NQS)

### QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

## RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999	Family Law Act 1975
--	---------------------

## PROCEDURES:

### a) Annual Registration Fee

- Upon being offered a place at the service, the family is required to pay the annual registration fee of \$50.00 for the first child and \$15 per sibling.
- The annual registration fee is applied to all family accounts with their first booking of each year.
- Where the Nominated Supervisor believes the registration fee may create hardship or an unreasonable barrier to a family enrolling in the service, he/she may reduce or waive this fee.

### b) Membership

- The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.

- As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.
- A membership fee is included in the annual registration fee.

### c) **Child Care Subsidy**

- The Child Care Subsidy is the regular payment that assists most families with the costs of child care. Child Care Subsidy will be paid directly to providers in most cases, to be passed on to families as a fee reduction. It will reduce the fees that a family pays for the care of their child on their weekly statements.
- Three main factors will determine a family's level of Child Care Subsidy. These are:
  - Family income — the combined adjusted taxable income of parents/guardians
  - Activity test — the participation activity level of the parents/guardians
  - Hourly rate caps — that apply to the type of child care service and age of the child.

### d) **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.
- A \$10.00 *No Prior Booking* fee will be charged in the event that the nominated supervisor accepts a child into a session without a prior booking.
- Families will request a permanent booking by emailing the BASC Admin team.
- For casual attendance parents are required to book online through the My Family Lounge app, to check if there is availability on that day as often the centre is at full capacity. Casual bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's permanent booking at the service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks child care fees to the service.
- Families wishing to cancel their child's casual booking at the service are required to provide one (1) day notice, or they are liable to pay the casual fees for the booked session.
- The Vacation Care Program is open for bookings in week 7 of each term. Families have 2 weeks from the Vacation Care Program release date to make any changes to their VAC bookings, amendments can be made anytime during weeks 7 & 8. Full fees will apply to any cancellations made from week 9 of each term.

### e) **Absences**

- Full fees are payable for any absences, including family holidays and sick days, if those days fall on a day that a child is permanently booked into the service.
- An unexplained absence fee of \$10 will be applied to a family's regular session fee when BASC has not been notified through email, SMS or My Family Lounge for any absence 30 minutes prior to the session start time.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences. 42 absences are allocated to each child in a financial year, families who exceed this limit will incur the full booking fee for any additional absences.

### f) **Service Closure**

- No fee is charged while the service is closed over the Christmas/New Year period or

pupil free days.

**g) Payment of Fees**

- Families will submit their payment details upon registering with the service via their online enrolment form.
- Families will be invoiced & fees debited from their nominated billing account each Monday for the previous week's attendance.
- A statement of fees charged by the service will be provided to all families (Regulation 168).
- Families will be notified via email and text message each time a payment has failed to be processed. Families will be asked to provide authorisation for the payment to be reprocessed & if necessary, update their payment details via the My Family Lounge app.
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

**h) 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.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
  1. Families will be notified via email when a payment has failed to be processed. Families will have the option to provide authorisation for this payment to be reprocessed or elect for their account to be automatically debited on the following Monday. Families will be asked to update their payment details via the My Family Lounge app if their nominated billing details have changed.
  2. Families will be notified via email and SMS if their second payment in a row has failed to be processed. Families will be provided with the same options in step 1. Families will be informed that their account will incur a \$20 'Overdue Account Fee', if a third payment in a row fails to be processed.
  3. Families will be notified for a third time via email and SMS if a third failed payment occurs or 14 days have passed since their initial failed payment. This message will inform the family of the \$20.00 Overdue Account Fee has been applied to their account and the pending suspension of their child/rens bookings if they do not make contact and/or return the Direct Debit form. Families will also be contacted via a phone call.
  4. Families will be notified via email and SMS that their child's bookings have been suspended and a \$20.00 Overdue Account Fee will be applied to their account for every week there is no payment. Families will only be able to resume their bookings once their account has been paid in full or they have signed an approved payment plan.
  5. If a signed payment plan is not adhered to, a follow-up process will commence at point 3.
  6. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

**i) Late Collection Fee**

- Bondi Before and After School Care operates from:
  - BSC - 7.30am to 9am, during the school term.
  - ASC - 3pm to 6pm during the school term.
  - VAC - 8am to 6pm during Vacation Care.

- Staff are unable to accept children in the service outside of these opening hours. Should children be present after the closing time, a late fee of \$20 per 15 minute block will apply.
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

**j) Methods of Payment**

- All BASC Fees will be paid by direct debit.
- The service does not accept any cash payments.
- Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected (Regulation 172).

**k) 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, or particulars of fees will be available in writing to families, upon request.

**l) Increase of Fees**

- The fees are set by the Approved Provider, BASC Management Committee, before the start of each financial year in order to meet the budget for next 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 days notice of any fee increase (Regulation 172).

**m) Acknowledgement of Responsibility to Pay Fees**

- Families are required to read and accept the terms and conditions, including Payment of Fees, on the Bondi BASC Enrolment Form & terms and conditions.

<b>CONSIDERATIONS</b>	
<b>Education &amp; Care Services National Regulations</b>	168, 172, 173
<b>National Quality Standard</b>	7.3
<b>Service Policies &amp; Documentation</b>	<ul style="list-style-type: none"> <li>● Enrolment Form</li> <li>● Enrolment &amp; Orientation Policy</li> <li>● Delivery &amp; Collection of Children Policy</li> <li>● Confidentiality Policy</li> <li>● Governance &amp; Management Policy</li> </ul>

	<ul style="list-style-type: none"> <li>● Parent Handbook</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>● Child Care Subsidy System</li> </ul>

**REVIEW**

<b>POLICY REVIEWED</b>	<b>MODIFICATIONS</b>	<b>NEXT REVIEW DATE</b>
November 2022	<ul style="list-style-type: none"> <li>● Amendment - to debt recovery process.</li> </ul>	November 2024
October 2020	<p>Modifications to policy to reflect the following.</p> <ul style="list-style-type: none"> <li>● Amendment - Vacation Care cancellation period amended from 7 days notice to full fees will apply to any cancellations made from week 9 of each term.</li> <li>● New inclusion - a \$10.00 <i>No Prior Booking</i> fee will be charged in the event that the nominated supervisor accepts a child into a session without a prior booking.</li> <li>● Amendment - to debt recovery process.</li> </ul>	July 2021