

PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

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
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

PURPOSE

For parents to gain a clear understanding of the Service fee structure, payment requirements and NSW Affordable Preschool Fee prior to enrolment. This policy explains process of fee payment and the necessity of ensuring children’s fees are paid on time and consequences for failure to pay fees on time.

SCOPE

This policy applies to children, families, staff, management, Approved Provider, Nominated Supervisor and visitors of the Service.

IMPLEMENTATION

Our Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

Our fee structure includes:

Enrolment Fee and Bond Payment

- A **\$30** Waitlist Fee is required to secure your child's spot on our Kindy Waitlist.
- An enrolment fee of **\$200** is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service.

General Fees

- Fees are charged for each group and vary depending on the age of the child in care. Families will receive an invoice via email for each term will be sent out by week 3.
- Fees are to be paid each term and are to be paid before the due date set out on the invoice.
- Fees are payable each term. This includes pupil free days, sick days, and family holidays but excludes periods when the Service is closed. The Service may be directed to close due to periods of local emergency such as bushfire or flood or a pandemic.
- If your child attends a day that falls on a public holiday, families are required to pay normal fees for that day.
- Fees are charged for full days only (regardless of the actual attendance hours any day).
- Families can nominate to use the NSW Affordable Preschool Subsidy at our service. If your child is eligible and enrolled at THCK, the NSW fee relief funding will reduce your fees up to a maximum of \$4,220 per year.

Payment of fees

- Families are required to pay fees using the following options:

1. Electronic Funds Direct Transfer.

BSB: 032123 Account No: 419481 Bank: Westpac

Account Name: Terrey Hills Community Kindergarten Reference: Your Child's Surname & initial

2. Payment in cash to the Kindy office.
3. Payment by credit / savings card. Card payments will incur a 1.8% fee to process.

Financial Difficulties

If a family is experiencing financial difficulties, a suitable payment plan can be arranged between the family and Management.

Failure to pay.

- If a family fails to pay the required fees on time, a reminder email will be issued reminding them about the late payment of fees. The reminder will be emailed to the primary contact nominated on the enrolment form.
- If no payment has been received after the first reminder and two weeks have passed since the due date, the office administrator will issue another payment reminder.
- After three weeks, if no payment has been received and no contact has been made to discuss payment options, the Director will make contact and inform the family that payment or a payment option must be made. If payment has still not been received the treasurer will be advised and the issue will be handed over to the committee to determine the course of action.
- A child's position will be terminated if payment has not been made after discussion with the Management committee, for which the family will receive a final letter terminating the child's position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.

Late Fees

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time.
- Currently, a fee of \$15.00 per 15 minutes block or part thereof will be incurred by the family.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families.

Termination of Enrolment

- Parents are to provide **four weeks** written notice of their intention to withdraw a child from the centre.

Responsibility of Management

The Approved Provider and Nominated Supervisor are responsible for:

- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid.
- discussing fee payment with families if required
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected.

CONTINUOUS IMPROVEMENT/REFLECTION

Our Payment of Fees Policy will be updated and reviewed annually in consultation with families, staff, educators, and management.

REVIEW

POLICY REVIEWED BY	EMMA COLLINS	DIRECTOR	5/9/23
POLICY REVIEWED	SEPTEMBER 2023	NEXT REVIEW DATE	September 2024