



Fee Agreement Policy

Policy: Winston Mall Children's Centre has daily 10 hour session fee levels, set by the Executive Committee, according to the Centre's required income, in order to provide quality child care.

Rationale: Winston Mall Children's Centre, provides quality child care at an affordable price to families in the local community. Many families are given fee assistance by the NSW Department of Human Services through Child Care Subsidy. This policy is designed to ensure all parties involved are aware of their financial responsibilities.

Relevant Legislation: Education and Care National Regulations

Practices:

- Decisions regarding fees and daily session rates are set by the WMCC Executive Committee after the budget predictions have been determined.
- Fees are reviewed twice annually; or when deemed necessary to ensure the financial viability of the service.
- A minimum of two weeks' notice will be given to all families prior to fee structure and daily session rate changes.
- Details of an individual's account are confidential and are stored appropriately. Individual families may access their account records at any time.

Fees and Daily Rates

- One Off Waiting List Fee – \$50 per child (non-refundable)
- One Off Administration/Enrolment Fee – \$80 per child
- Annual Building Fund Fee – \$50 per family – in July
- Annual Membership Fee – \$50 per family – on enrolment and each January
- Joeys Room (0-2yrs) Daily Rate – \$104.00 per day
- Wallabies Room (2-3yrs) daily Rate - \$101.00 per day
- Kangaroos Room (3-6yrs) Daily Rate – \$98.00 per day
- Overdue account fee - \$25
- Late fees - set fee of \$15 plus standard \$1 per minute charged per family

Payment of Fees

- All families enrolling will be required to sign a complying written arrangement before their child commences care.
- Families are required to pay a \$80 Enrolment Fee per child on acceptance of an enrolment.
- Families are required to pay \$50 Membership Fee per family on enrolment and each January to remain a financial member.
- Families will be billed fortnightly in advance via an emailed statement of account.
- All families must ensure their account balance remains within the current statement period.
- Receipt of payment will be reflected in your next statement period.
- Accounts must remain within 7 days Aged Balance or the Procedure for Overdue Accounts will be applied. Any fees that are not paid within 14 days from receipt of service will incur a \$25 overdue account fee.
- If payment is not made at the time of service or by an otherwise agreed time, I agree that I am responsible for and will re-imburse WMCC for any and all debt collection charges or legal costs it incurs in pursuing the unpaid or overdue account.
- Fees are to be paid and will be charged for the full 50 weeks of the Centre's operation including absence due to sickness and family holidays or Public Holidays (excluding Christmas Day, Boxing Day and New Year's Day during the Centre's closure period).

Overdue Accounts

- Overdue accounts can affect the provision of children's services and educational care. It is for this reason that overdue payments will be managed by the Director in accordance with this policy.
- If fees are in arrears the Centre reserves the right to withdraw service effective immediately. If your family is experiencing financial hardship please contact the Director to arrange a payment plan.
- The procedure for overdue accounts is as follows:
 - A \$25 overdue account fee is charged and written communication (email and/ or letter) requesting payment and a reminder of the Fee Agreement Policy will be provided.
 - A Second Notice will be sent advising that payment is required within seven days or the booking will be cancelled, unless arrangements are made.
 - The Third Notice will state that the booking has been cancelled until payment has been made or payment terms can be agreed upon.
 - If payments are defaulted once under an overdue payment agreement WMCC may charge interest of 15% per annum on the unpaid invoices.
 - A debt collector may be engaged to recoup remaining fees plus added costs of engaging debt collection and court costs.
 - If bookings are cancelled they will only be reinstated once full payment has been made and arrangements for future accounts to be paid have been agreed on.
- It is the opinion of the WMCC Executive Committee that overdue accounts necessitating a second notice letter (or greater) on at least two (2) occasions (in any given 12 month period), creates a situation of risk (for non-payment/bad debt to the WMCC over the longer term). In

this event the Director may request the upfront payment of fees for these members 5 working days prior to receipt of the service.

- In the event that upfront payments are not received in a timely manner by the Director, the Director will have no choice but to immediately issue a Final Notice stating that the booking has been cancelled.

Fees for Late Collection of Children

- Parents/Caregivers must phone staff members to advise if they may be late.
- A first warning note will be placed in the Family Pocket after the first occurrence, and noted on a spreadsheet.
- A second warning note will be placed in the Family Pocket after the second occurrence and noted on a spreadsheet.
- Late fees will be charged upon the third occurrence at a set \$15 per family plus \$1 per minute after 5pm.
- Please note that children should not be at the Centre before 7am or after 5pm for insurance, liability and licensing purposes.

Booking Conditions

- Changes to bookings – families are required to give two weeks' written notice when changing their child's days of attendance.(a change of day form is required)
- A minimum of two weeks' notice is required for Termination of Care. This requires the family to complete the Termination of Care Form and to ensure all fees are paid in full.
- Absence – Families are still required to make payment if their child is sick due to illness, holiday leave, or any other reason.
- For children who will be attending primary school the following year, you agree that their placement booking is for the full 50 weeks and any withdrawal from September 1st will incur a fee. (this is due to the limited availability of filling the vacated position). The fee will be determined according to the child's pattern of attendance, child care subsidy does not apply to this fee.

Child Care Subsidy

- WMCC is an Approved Provider for families to receive fee relief in the form of the Child Care Subsidy.
- Families are responsible for applying for Child Care Subsidy through the NSW Department of Human Services.
- Families must provide a Customer Reference Number for each child and a primary caregiver – which can be retrieved from the NSW Department of Human Services.
- Families have a designated number of Allowable Absences Days (42 per financial year), which will still entitle them to Child Care Subsidy. If a child is absent for more than the designated number of days they will not be eligible for Child care subsidy as per government regulations (this is calculated using software that will automatically estimate child care subsidy). There are some exceptions to this rule please discuss with nominated supervisor.

- If a child does not attend the service on their first or last day of enrolment (and any absent day prior to last booked day) child care subsidy will not be available for these days resulting in full fees being payable.
- Other clauses apply to Child Care Subsidy and families should consult NSW Department of Human Services, to ensure they remain eligible. Including extended leave periods of 8 weeks an immunisation requirements.

Resources:

- Winston Mall Children's Centre Constitution
- Draft CCS Handbook February 2018
- Tolson Commercial Services PTY LTD

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Endorsed by:	Naomi White 23/5/2018
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