



Arnhem Early Learning Centre

learning through discovery!

FEE POLICY

General

Upon enrolling your child you will be provided with information outlining the fee structure for our service and the payment options available to you. Information regarding the CCS (Child Care Subsidy) for your child can be found at <https://www.education.gov.au/early-childhood-and-child-care> your account with the Department of Human Services and the acquirement of a family and individual child/rens Customer Reference number will need to be activated and supplied to the Centre prior to your child beginning care. Please contact the Department of Human Services Office in your local area or go online at <http://www.humanservices.gov.au/> Full fees are payable until the CCS confirmation is received by the centre.

All families will be charged a non-refundable Enrolment Fee of \$80.00 upon initial enrolment. This enrolment fee entitles you to receive a centre t-shirt and hat for your child. You will also receive a full information package detailing the centre's policies. A bond of \$350 will also be payable on enrolment in LDC if you secure a permanent booking. This bond will be refunded 10 days after your child's last day, but also will be used to finalise your account if any outstanding amount is due. A bond is not required if you attend on a casual basis. However if you book a casual session, payment must be received on the day the care is booked. If you do choose to change your enrolment status from a casual booking to permanent booking you will be required to pay the full \$350 bond to secure the booking.

It is the policy of Arnhem Early Learning centre that all family accounts must remain one week in advance at all times. The preferred payment method of the centre is using PayWay. The PayWay system is in place to ensure fortnightly/weekly payments are made on a regular basis. Some families may be granted alternate arrangements due to individual circumstances, which can be arranged, however these must also be in advance. If you are having financial difficulty paying your fees contact the Director to arrange a payment plan.

The Arnhem Early Learning Centre only accepts payments for permanent bookings electronically via **PayWay Direct Debit Authority**. A PayWay authority form will be provided to you upon enrolment and forms are available from the office to make changes if required. If you are enrolling at the centre on a casual booking, Families must ensure that a Variable PayWay form is completed and on file in the centre system and we will process one-off payments through PayWay online System when required. If you have an existing Payway Direct Debit account, a one-off payment can be made to this account. If at any time you need information regarding your account please speak to the Director or 2IC.

The purpose of the Payway Direct Debit system is to keep all accounts up-to-date and a week in advance, it also assists families from falling behind in their fees. The amount you pay and how often you pay is decided and authorised by you. It is your responsibility to monitor your account and tell the Director or 2IC if you need to change your payments.

Families who have a variable Payway account are to be aware that any outstanding fees owing will be deducted on a weekly basis each Tuesday from families variable Payway accounts on file.

The Arnhem Early Learning Centre cannot make changes to your Payway Direct Debit Authority or Payway Account without your written authorisation. If you request changes to be made, a new form will be printed and you must sign the form to authorise the changes or alternatively you can email your authority, which will be printed and placed on file. The Arnhem Early Learning Centre will not and cannot process one-off Payway payments without your authorisation. The Arnhem Early Learning Centre requires written approval from you for any one-off payment to be made. If the request is made in writing (i.e. email) a copy of this email will be kept in your file. If the request is made in person or over the phone, you will be required to sign the receipt for our records and a copy will be given to you.

If when PayWay payments is processed it decline twice, a written notice will be issued asking you to rectify this immediately. Please note that if the payment declines the bank will automatically re-attempt to process this payment. Any costs associated with this are at the expense of the families. If your account fees are outstanding for a period of more than 4 weeks, your booking will be cancelled immediately. If the outstanding balance of your account is not paid, your information will be passed to a debt collection agency, which will be at the expense of the families.

Sickness and Absence from Care Fees

All families are eligible for 42 days of allowable absences and non-attendance caused by holiday or illness (no medical certificate) per financial year. Once the 42 days allowable have occurred in a financial year, Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) can only be paid with a valid reason as outlines in the *'Australian Government, Department of Education and Training Child Care Provider Handbook'* alternatively after the 42 days of non-attendance families would not be entitled to receive the CCS or ACCS and full fees will be charged for any absence.

Public Holidays

The centre is not open for care on Public Holidays. Families with a child/ren who have a regular routine booking with a Complying Written Agreement (CWA) will be charged normal fees for these days. This is in line with best practice for child care centres across Australia. These days will be marked as an absent day.

Holidays Absences

Families are advised that with all holidays from the centre the fees remain payable for the regular routine bookings with the Complying Written Agreement (CWA). If going on private holiday/annual leave, we ask that you notify the Centre by filling out the holiday form to notify the centre of your holiday or absence at least 2 weeks prior to your leave. The centre does offer a holiday discount fee of 30% off the gap fees for holiday periods of 3 weeks or more. To be eligible for the holiday discount there are some conditions, family accounts must be paid in full and 1 week in advance, the centre must have on file a PayWay or Variable PayWay form and the centre must be notified in writing using the Holiday Leave Form of the dates of holiday/ absence. No discounts will be applied to family accounts after the holiday has been taken without a completed holiday form completed prior and accounts with an outstanding amount.

Failure to advise the centre that you will be on holiday may indicate that you have left the centre and your child's place will be offered to another family and you may not be eligible for holiday discount for children for a period of 3 weeks.

Casual Bookings

Families are advised that casual bookings must be paid in advance or on the day that you drop off your child. In order to confirm a casual booking the centre must have a PayWay or Variable PayWay form on file. If you have booked casual days and your child is absent, full fees will apply unless you have cancelled the booking giving a minimum of 48 hours' notice in writing.

Preschool Bookings

If a child is enrolled in the centre with a routine booking for Preschool days and has a Complying Written Agreement (CWA) than any days of non-attendance in the school holidays and pupil free days will be marked as absent and fees will be charged at their normal preschool rate (\$78 pick-up and drop off or \$23 drop off only).

If the child attends the Centre on School holidays and any pupil free days their daily booking fees will be amended to be charged the full rate (\$99) or half day rate (\$80).

As with regular bookings families are eligible to claim for the 42 days absence per financial year. Families are also able to request holiday leave as outlined above.

Multiple Child Accounts

If a child's parents are separated and both individuals are liable for part of the cost of their child's fees then each Parent/Guardian will be required to make their own claim for Child Care Subsidy to Centrelink. The Centre will support the family by allowing the child to have multiple family accounts. In this circumstance the parents will both need to agree to their own Complying Written Agreement (CWA) and confirm their enrolment online.

Each Parent will be assessed separately for their entitlements based on their income and activity. In all circumstances including shared care arrangement the child is allocated up to 42 days of allowable absences per financial year, this is calculated as a child not based on the individual parents accounts.

Late Fees

A late fee will be charged if your child is left at the centre after their contracted hours of care. There is a five (5) minute grace period, after which a late fee will be charged at \$2.00 per minute per child after the grace period and the late fee is not subject to any Child Care Subsidy. If your child is continually left at the centre after the contracted hours of care, a meeting will be arranged with the Director to discuss the issue.

Notice of Cancellation

Families who attend the centre who have a regular routine booking with the Complying Written Agreement (CWA) are required to notify the centre and advise of their last day of attendance. A full 2 weeks' notice in writing must be given to cancel any permanent bookings.

As per the *'Australian Government, Department of Education and Training Child Care Provider Handbook'* a child must attend on their last booked day at the Centre and be signed in by a parent or guardian. If a child does not physically attend on their last booked day then the Child Care Subsidy will not be paid for any absences submitted after the child last attended day at the centre and full fees will apply to these days.

Outstanding Accounts Fee

Families are reminded that their accounts are required to be one week in advance at all times. Families will be given a reminder of overdue accounts via email. Accounts that remain in arrears for over a period of 2 weeks will incur an additional \$20 per week in administration late fees. Families will receive a follow up notification one week following if accounts remain in arrears with a second overdue letter. A Third and final letter will be issued to families if the account remains unpaid and the centre may choose to cancel the child's enrolment.

Discount

Weekly discounted rate is applicable to permanent full-time families (5 days/week)
Accounts should be up-to-date to be able for us to apply weekly discounted rate.
Example, full day care rate \$99 x 5 days = \$495 is total weekly care – 6% discount
Total amount to be paid is \$465.30/week less CCS

Shift worker parents – we offer permanent rate to shift worker parents provided we receive the roster a month in advance. Though it is cheaper, it is not cancellable as it is considered as permanent booking. Any extra booking after us receiving the roster, it will be charge as casual booking.

Loyalty discount – this applies to families if your child has transitioned from babies through to OSHC, your child will receive 50% off the GAP. Your account must be up to date to be eligible for this discount.

Review of Fees

Fees are reviewed from time to time and changes applied accordingly. Each parent will receive formal notification of the change in the fees applicable to them and when the change will be implemented. Families will be given notification of any fee changes with 4 weeks' notice

Linked Documents: Centre handbook
Centre enrolment booklet
Payway direct debit authority form
Holding fee application form

Review Schedule: Annually from January 2016
Compiled: Upon establishment 2008
Reviewed: September 2020
Next review: As per Policy Review Timeline