



FEE PAYMENT PROCEDURE

This procedure should be read in conjunction with our Fee Policy as well as the fee schedule for the current year.

Procedure

General

- a. All weekly permanent bookings are charged from the commencement of Term One each year.
- b. Fees can be paid weekly, fortnightly, monthly or by the term but must be kept up to date and a minimum one week in advance. The Business Administration Manager will provide termly accounts for each permanent family at the commencement of each term. Casual and emergency care must be paid for on the day of care.
- c. Alternative payment methods can include direct debit, regular part payments, cash or cheque. (Personal cheques are subject to bank clearance). Preferred payments are direct deposit into our bank account.

Name: New Lambton District OOSH
BSB: 650 000
ACCOUNT: 949012104
Reference: Please use your name as the payment reference

- d. All records will be kept confidential and stored appropriately. Parents/ guardians may access particulars of their fees at any time and information given in writing upon request.
- e. NLDOOSH is approved to offer Child Care Subsidy (CCS) to all families who are assessed and approved by the Department of Human Services. Any changes or cancellations in family subsidies will result in full fees being payable to the service. All information required by the Department of Human Services and Centrelink in determining eligibility is the responsibility of families.
- f. CCS is paid for up to 42 days of allowable absences per year.
- g. Weekly permanent bookings must be paid for regardless of use. Fees are due for public holidays, pupil free days, and temporary school closures that fall during the school term and for temporary non-attendance.

Attendance

- a. Families can request additional days and will be notified of availability and vacancies by staff.

- b. Any changes during the school term to permanent weekly bookings will require a minimum of 4 weeks' notice. Parents/ guardians should complete a change of permanent booking form to commence the 4 weeks' notice except in the case of loss of employment. If no notice is given, fees are to be paid. Childcare subsidy is not paid for absences at the very end of a booking.
- c. Casual bookings must be paid on the day of care unless previously arranged otherwise. 48 hours' notice of cancellation is required otherwise full fees will be charged.
- d. Permanent fees are paid for the days your child is booked into the centre, including times when your child is absent due to illness or holidays.

Late Fees:

- a. Children must be collected by the centre closing time of 6.00pm otherwise a late fee will be charged comprising of \$20.00 for the first 10 minutes and \$1.00 per minute thereafter. This is to cover educator wages.
- b. Late pick up fees are set by Management and are not covered by government rebates.
- c. Wherever possible parents/ guardians should advise the centre when they will be late to collect their child/ren. If a parent/ guardian continues to collect their children after 6pm, the Coordinator will need discuss other options with them and suitable arrangements made or the children's place in the centre may be cancelled.
- d. At 6pm any children still at the service will be kept in the care of the Responsible person and one other educator and the authorised contacts will be called to determine who will collect the children from care. If a responsible person cannot be contacted after 30 minutes, the Children's Emergency Service will be called (this is a Duty of Care issue). **At this time the child's care becomes a child protection/legal issue. Phone: 1800 066 777.**

Overdue Accounts:

- a. Parents/ guardians are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when/if required.
- b. If previous arrangements have not been made regarding overdue fees, the centre will use the following procedure:
 - **2 weeks overdue:** A reminder letter or email regarding overdue fees will issued to the parent/ guardian by the Coordinator at which time they will be invited to discuss any problems they may be having with payment of their fees.
 - **4 weeks overdue:** A letter or email will be sent informing them that their child/ren's place may be cancelled if suitable arrangements cannot be made within seven days to pay the fees.

- **6 weeks overdue:** If arrangements have not been made to pay the fees or the agreement made has not been kept, the Management Committee is to be informed and a secure postage letter will be sent notifying the parent/ guardian that the child/ren's care has been cancelled and the date of the final day that care will be provided.
 - **Accounts outstanding at the end of each term:** Will be referred to the Management Committee to commence debt recovery procedures.
- c. The Management Committee reserves the right to deal with unpaid fees at their discretion which may include the immediate cancellation of care until fees are brought up to date, and then kept in advance.

Considerations

Name	Reference
Education and Care Services National Regulations	168, 232, 233, 234, 235, 236
National Quality Standard	
Other NDLOOSH policies/ documentation	Fee Policy Current Year Fee Schedule Fee section of our website
Other	

Procedure status

Policy developed	November 2013
Last reviewed	June 2019
Due for review	June 2020
Policy owned by	Centre Coordinator