

# Payment of Fees

Brunswick Crèche & Day Nursery is a not-for-profit organisation and receives no government (State or Federal) funding, your daily fees cover all the Crèche's operating costs. We are committed to providing the best quality childcare at the most affordable cost. Operating costs are reviewed 6 monthly by the Management Committee and childcare fees adjusted, where required. Fee increases are advertised at least 4 weeks prior to their effective date.

## General Fees

- Fees are charged on a daily basis and vary depending on the families Child Care Rebate (CCR) and Child Care Benefit (CCB) entitlements.
- Fees must be kept in advance of a child's attendance at all times
- Fees are to be paid weekly through a direct debit system
- Fees are payable in advance for every day that a child is enrolled at the centre. This includes, sick days, public holidays and family holidays but excludes periods when the centre is closed
- Fees are charged at full days only (no matter what the attendance hours are)
- Child Care Benefit (CCB) and Child Care Rebate (CCR) is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office.
- Child Care Benefits can be received as:
  - A reduction of fees through the centre.
  - A lump sum payment to families at the end of the financial year that the Centre is used in.

## Payment of Fees

- Fees are to be paid weekly, by direct debit system. At confirmation of enrolment, you will be provided with a direct debit request form and client centre agreement. Receipts are issued weekly by email. A hard copy receipt can be provided if requested.
- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements
- When charging fees Brunswick Creche & Day Nursery estimates families Child Care Benefit (CCB), and Child Care Rebate (CCR) in advance if families have chosen the CCR to come to the centre.
- Statements are forwarded to a nominated email address. It is vital that if any family is finding difficulty in meeting their fee obligations, that they discuss the matter immediately with the Co - coordinator so an alternate payment arrangement can be negotiated. Any such arrangement will remain confidential.

## Financial Difficulties

If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the nominated supervisor

## Booked Days

Normal fees are charged for all children's booked days even if they happen to fall on a Public Holiday. If a child is absent from the Centre due to illness or holidays, normal Child Care fees will apply. Brunswick Creche & Day Nursery does not swap days of care and does not arrange make up days, due to the restriction of licensed places and maintaining educator to child ratios.

## Public Holidays

Our Centre is closed on public holidays. Fees apply for all public holiday closures that fall on your usual day of attendance. CCB will not be paid for public holidays if 42 absences have already been used

## Centre Closure

During the Christmas / New Year period the centre will close for 3 weeks. Families will be not be charged during this period.



## Failure to Pay

If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding. A child's position will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the centre will initiate its debt collection procedure

## Maintenance and Equipment Levy

A Maintenance and Equipment Levy (per child) is payable upon enrolment and annually thereafter. The levy is \$125 per child, and the levy value is reviewed annually. Families commencing after May will be charged \$62.50 per child. This levy provides additional funds for the maintenance of buildings and equipment and the purchase of play materials, books and toys for the children. These are not covered by your daily childcare fee.

## Change of Fees

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

## Late Fees

- It is unacceptable to pick children up late from the Centre. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$15.00 per 10 minutes block and part thereof. Late fee is **\$5** for the first 5 minutes after 6.00pm then **\$10** for every 5 minutes or part thereof.
- Educators are to monitor those families who are often late and record this in the Late Collection Book. If you have been late 3 times (and on subsequent times) an additional late fine of **\$100** will be charged. Late collection of 5 times will result in cancellation of the child's place at the centre.
- A review of the child's enrolment will occur where families are consistently late.

## Withdrawing from the Centre

- Families are required to provide management with Four (4) weeks' notice in writing if you wish to change/drop day/s or cease using the Centre. The 4 weeks' notice of withdrawal is effective at the commencement of a new Direct Debit week.
- Notice of withdrawal can only be accepted during the normal opening hours of the Crèche and is required in order to provide the Crèche time to fill the vacancy. Notice will not be accepted during the Christmas/January close down period. Fees remain payable if the child does not attend the Crèche during the notice period unless the vacant place can be filled.
- The letter must state the date they are writing the withdrawal notice
- The letter must state the child's last day of attendance
- Withdrawal Notice can be emailed or handed to management. This letter will be placed into the child's file and archived once they have left the Centre.
- Management will add an end date into the Centre software program to ensure compliance with Centrelink.
- Fees will be charged up to the end of the four weeks from the date at which notice was received in writing, whether or not the child has attended the Centre during those 4 weeks.
- Families must ensure the account is paid prior to final attendance
- If payment has not been received the debt recovery process is to start immediately.
- If the child is withdrawn without notice, fees must be paid for 4 weeks, unless the vacant place can be filled sooner.
- Where the cessation date is after 31 October, the family are requested to pay the fees due for the remainder of the calendar year.
- CCB will not be paid if the child's last day is an absence day. If the child does not attend during their 4 weeks of notice, CCB will not be paid after their last day of attendance and full fees will be applicable. (This is a policy of the Family Assistance Office in relation to Child Care Benefit)
- Families are unable to claim absences once notification has been provided to Brunswick Crèche & Day Nursery that a family is withdrawing their child from care on a set date and the child does not attend the centre during the notice period.



- If at any stage of the enrolment or placement it is felt that it is necessary to discuss the viability of the placement due to a concern of the duty of care to the child or other children in our care, the Centre will immediately contact the Parent/Authorised Person/s to discuss all options. This may include the withdrawal of the placement

### Waiting List

In order to objectively manage requests for childcare a waiting list has been established for new families. Interested families must pay a \$25 Non –Refundable Administration fee prior to joining the waiting list and this fee covers the ongoing maintenance of the waiting list. Acceptance to the waiting list is acknowledged by email which also requests the Crèche be informed of any change in care requirements or family contact details. Families are contacted by email/telephone on a regular basis to confirm their continued interest in the Crèche. Families who do not respond to this contact will be removed from the waiting list.

### Responsibility of Management

- The Nominated Supervisor is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see the Nominated Supervisor.

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**Source:** Education and Care Centre’s National Regulations 2011, National Quality Standards, Family Assistance Legislation Amendment (Child Care) Act 2009

**Date Implemented:** 12/06/2013

**Review Completed:** 16/01/2017

**Schedule for Review:** 16/01/2018

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### National Quality Standard – NQS

#### Quality Area 7: Leadership and Service Management

<b>2.3</b>	Each child is protected
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