

Fee Policy

Policy Statement

Fleurieu Occasional Community Children's Centre offers families the choice between flexible child care where fees are charged on an hourly basis, or long day care fees which are charged in full or half day sessions. Administration in regard to payment of fees will be established and maintained to ensure effective operation of the service is paramount.

Legislation and Government Requirements

Federal and State Health and Occupational Safety & Health Legislation

Education and Care Services National Law Act 2010 (Vic)

Education and Care Services National Regulations (168 (2) Standard 7.3

Strategies for Policy Implementation

Child Care Accounts

Families who have regular ongoing bookings can pay on each day used, or opt to receive a weekly child care account. Child care accounts are payable in full each week. It can be negotiated that families pay fortnightly under special circumstances. However, this needs to be arranged with office staff prior to the time of payment.

Accounts are printed on a Wednesday for the previous week of care. All fees are to be paid weekly and accounts brought to a nil balance, unless other payment arrangements have been organised.

One-off casual bookings are to be paid for in full, before accessing child care at the centre. Any over payment will be credited towards future fees or refunded in cash.

Child care fees can be paid for by cash, EFTPOS or electronic funds transfer (details are on accounts).

Accounts outstanding for more than 14 days will be sent with an overdue notice warning that payment is due immediately or care will be suspended.

Accounts overdue for more than 21 days will incur a 5% charge each week on the amount owing until the amount is paid in full and further care will be suspended until full payment is made.

JETFA

The Family Assistance Office can assist parents who are on a low income and returning to work or study with child care fees. This assistance is called JETFA (Jobs, Education & Training Fee Assistance). JETFA needs to be applied for through the Family Assistance Office and can take several weeks to be approved. For this reason, it is highly recommended that families wishing to access JETFA get in touch with their local Centrelink office to organise the paperwork before commencing at our service. Our Centre will hold JETFA accounts for the first 14 days of attendance. After that date, normal child care fees will apply and accounts will be required to be paid weekly, as with our normal terms. Any overpayment of fees will be immediately refunded once JETFA is confirmed. Families are sent a letter of JETFA confirmation and a copy of this letter is required to be given to our Centre.

Problem with Payments

We understand that families, at times, can find themselves in unforeseen financial difficulty. If this occurs, we encourage families to speak to the Director or Finance/Administration Officer before the outstanding amount becomes too far in arrears.

All discussions will be in confidence and a negotiated payment plan can be worked out at the discretion of the Director/Administration Manager. Non-payment of negotiated plans will result in care being suspended until full payment is made.

Please note:

Late fees of \$1.00 per minute per child continue to apply for late pick up after 6.00pm. Late fees are payable at time of collection.

Links to Other Policies

Governance and Management of the Service
Collection of Children

Sources

ACECQA – Quality Area 7 : Leadership and service management

Education and Child care Services National Regulations 2011

FEE POLICY Fee Policy: includes Centre Fees and Charges
Fleurieu Occasional Community Children's Centre Policy Folder

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