

## Fees Policy:

### POLICY STATEMENT:

Grays Point Activity Centre is a not for profit organisation and the annual budget is set to meet the income required to develop and maintain a quality service for children and families at an operationally break even basis. *Our Service's* fees are also determined by the objectives of the Association's constitution with one of the current objects of securing a long-term future of Grays Point Activity Centre Inc (GPAC) (i.e. securing funds to meet the repayments and maintenance of the new building). We strive to ensure that our Service is affordable and accessible to families in our Community. The GPAC Management Committee ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

### PROCEDURES:

#### **a) Membership**

- The Service is an Incorporated Association and as such, families enrolling their child in the Service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the Service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.
- A membership fee of \$50 per family is payable on an annual basis. e.g. If you pay on the 15<sup>th</sup> September 2018 it is due for renewal on the 15<sup>th</sup> September 2019.

#### **b) Child Care Subsidy**

- Most Australian families are eligible to receive Child Care Subsidy (CCS). Families who are eligible for the Federal Government's Child Care Assistance Subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with Centrelink.
- The amount of Child Care Subsidy a family receives is estimated according to your projected income and hours of activity (work, study, training, volunteering). The eligible amount is paid directly to the Service.
- The Service will provide families with information relating to Additional Child Care Subsidy – child wellbeing, temporary financial hardship, grandparent subsidy or transition to work.

#### **c) Bookings and cancellations**

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed and submitted the Service's Membership Form, online Enrolment Form and other forms applicable to their child in full.
- Families wishing to cancel their child's place at the Service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks full child care fees to the Service. In Term 1 families are required to give three (3) weeks written notice and a penalty of \$50 is charged if cancelling more than 3 bookings (per family) which is increased to \$100 if more than 6 bookings (per family) are cancelled.
- In the event of a permanent booking no longer being required, the cancellation period may be waived if the cancelled spots can be replaced by a booking on the waiting list.

- Casual bookings require 24 hours notice to be cancelled or full fee will be charged regardless of attendance. Casual bookings can be placed up to two weeks in advance.
- Once confirmed, permanent bookings can be made up to two weeks in advance unless they relate to Kindergarten enrolments for the next calendar year in which case confirmation of available places will be confirmed and locked in from week 6 of Term 4 of the previous year for the following year. Please also refer to 'Access and Enrolment for the Following Year' Policy and Procedures.
- Bookings of existing GPAC families roll over indefinitely until bookings are cancelled. GPAC families wishing to cancel bookings for the following year, must do so by the last day of Term 4 to be effective from January and without cancellation fees being charged.
- Pupil Free Days require a minimum of 15 bookings to run. Families are required to pay for bookings after confirmation has been sent regardless of their child's attendance. Full fee will be payable charged as a lump sum to families' account.
- Vacation Care bookings are not confirmed until full payment has been received by the due date. If full payment is not paid by the scheduled due date your booking may be given to another child.
- If you cancel your Vacation Care booking after you have made payment, and we are unable to fill your reserved position, your payment will not be refunded. If we can fill your absent booking with a child off the waiting list, we will refund your payment.

**d) Absences**

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- If a child is not going to attend Pupil Free Day session and a confirmation has already been sent, fees are still payable.
- If a child is ill on a Vacation Care day the fee is also still payable as that booking was reserved for the child. Including the Incursion/Excursion fee.
- The Service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.

**e) Service closure**

- No fee is charged while the Service is closed including the Christmas/New Year period.

**f) Payment of fees**

- Term fees must be paid in full once invoiced, within the stated due date. To avoid families falling behind in payment, it is recommended that families meet their midterm deadline i.e. half of fees need to be paid by midterm. Families will be provided with a statement of fees charged by the service and will be provided to all families (Regulation 168).
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

**g) Debt recovery**

- The Management Committee (Approved Provider) reserves the right to take action to recover debts owing to the Service. This can include the engagement of debt collectors to recover the monies owed.

- Where a family owes any overdue fees to the Service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:
  1. An initial letter stating fees are overdue will be sent no later than 7 days after the fees due date, giving 10 working days for payment. A late fee of \$10 will be added to the invoice.
  2. If payment is not received, families will be invited, by telephone and sent a written communication (email/letter), to attend a meeting with the Nominated Supervisor and Treasurer within 7 days to discuss a payment plan. In the instance of the Treasurer being unavailable a member of the GPAC Management Committee will assume this role.
  3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.
  4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
  5. The Management Committee (Approved Provider) will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.
  
- h) Late collection fee**
  - The service operates school Terms from 7am-8:50am and 3:15pm-6:00pm. Pupil Free Days are 7:30am-5:30pm and Vacation Care we operate 7:30am-6pm. Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$10/per 5 minutes or parts thereof will apply.
  - The hours and days of operation of the Service will be displayed prominently within the Service (Regulation 173).
  - In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
  - Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the Service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this. This will occur if the child is picked up late 5 times or more in one calendar year.
  
- i) Non-Notification fee**
  - Families are required to notify the Service of their child's absence prior to the anticipated arrival time (3:15 pm for afternoons). Failure to do so will incur a fee of \$10/ per instance. If the family has not notified the Service 5 times or more during a calendar year we may suspend or cancel the child from the Centre.
  
- j) Annual membership fee**
  - GPAC is an Incorporated Association governed by the Association laws of NSW Trading. Families are required each year to pay an annual membership fee to retain their membership with the Incorporated Association. The annual fee will be due on the anniversary of their enrolment.

**k) Other replacement fees**

- Families are expected to pay for items children have damaged which are not considered accidental damage. GPAC may supply underwear and or items of clothing in the case of a toileting or other accident or use the services' Epi-Pen in an emergency. Families will be notified of the applicable cost prior to being required to reimburse the Service for replacement for any of the Services' items at reasonable cost.

**l) Methods of Payment**

- Fees can be paid by:
  - ✓ Direct Deposit - from your bank account to the Service's bank account. Details of the Service's bank account are included in the Family Handbook.
  - ✓ Cheque – made out to Grays Point Activity Centre Inc
- Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected (Regulation 172).

**m) Confidentiality**

- All information in relation to fees will be kept in strict confidence. Members of staff, management or the Management Committee (Approved Provider) will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

**n) Fee Review**

- The fees are set by the Management Committee (Approved Provider) in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days notice of any fee increase (Regulation 172).

**o) Acknowledgement of responsibility to pay fee**

- Families are required to read and tick Sections *Payment of Fees* and *Disclaimer/Informed Consent* of the Service's online Enrolment Form

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/documentation	Other
168, 172, 173	7.3	<ul style="list-style-type: none"> <li>• Enrolment Form</li> <li>• Enrolment &amp; Orientation Policy</li> <li>• Delivery &amp; Collection of Children Policy</li> <li>• Confidentiality Policy</li> <li>• Governance &amp; Management Policy</li> <li>• Parent Handbook</li> </ul>	<ul style="list-style-type: none"> <li>• Child Care Subsidy System</li> <li>• QKenrol</li> </ul>

ENDORSEMENT BY THE SERVICE:

Approval date: \_\_\_\_\_

Date for review: \_\_\_\_\_

**GPAC's Fee Policy** was approved by the Committee on 14 September 2018.

*Revised 17/9/18 KG GPAC  
Kate Foster - Treasurer*