

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 15th September 2019 it is due for renewal on the 15th September 2020.

b) Child Care Subsidy

Child Care Subsidy (CCS) is the payment made by Government to assist families with the costs of childcare. It is paid directly to the families account and automatically reduces their entitled percentage from the full fee charged by GPAC (noting that Centrelink does withhold 5% of the CCS) if they are eligible for this payment. GPAC then passes this on to families as a fee reduction if you are eligible. Families are required to make a co-contribution to their childcare fees and pay the Service difference between the fee charged and the subsidy amount 'the gap fee'. Please note that Centrelink does not send through payments to families accounts if they do not sign in or out/confirm sign in and out times on kiosk or if there is a discrepancy on Centrelink's system e.g. child's immunisation is not up to date). GPAC is not directly involved in the calculation of a family's entitlements this is a matter between the family and Centrelink.

The family is responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their child's enrolment at the Service.

Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered at a later date by Centrelink and/or the Service.

In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the families GPAC account, the family is responsible for paying the outstanding amount on the account and Centrelink will send through the CCS payment directly to the families personal bank account, rather than the families GPAC account if this is prior to the current fortnight. If it is within the current fortnight of subsidy payments, the account will automatically be updated and amended with the



new estimation, and following the submission of attendances Centrelink will send through the CCS payments the following fortnight. Full family fees are payable until such time as the subsidy is reinstated.

- The Service will provide families with information relating to Special Child Care Subsidy Benefit, Jobs Education and Training, and Grandparents Child Care Subsidy Benefit.

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.

Before and After School Care

- 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 childcare 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 must receive a confirmation via phone or email to have confirmation of placement.
- Casual bookings require 48 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 on the "re-enrolment form" provided in Term 4. This must be completed and returned before the closing date to ensure a \$50.00 late fee is not applied.

Pupil Free Days and Vacation Care Days

- Pupil Free Days and Vacation Care 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 Vacation Care invoice due date. If full payment is not paid by the scheduled due date your booking may be given to another child.
- A late fee of \$30 will be charged for bookings made for Vacation Care after the booking closure date subject to availability.
- To amend a Vacation Care booking after the closing date a \$10 administration fee will be payable. We will try and accommodate your new booking date but only if there is a vacancy.
- If a booking can be made due to availability, however is granted after the booking closure day the

daily booking fee rate will be \$5 extra. eg. If the fee for Vacation Care for the day is currently \$57, the day will now cost \$62 (not including incursion/excursion fees) due to the lateness.

- If a Vacation Care day is no longer required, no refund will be given within 14 days of the first operational day of that Vacation Care session. Including incursion/excursion fee eg. If Vacation Care is starting 20th April and you cancel the booking via writing on the 10th April no refund will be given.

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 a 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.
- Fees will not be charged if the Centre is closed due to a Dept of Education directive (e.g. Coronavirus) or for fire rating closures (eg. Extreme afternoons or catastrophic).

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 successful 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.

If a family ever has a debt and GPAC is required to act past Step 3. above, the families booking priority may be affected as per our “Priority of Access” Policy.

h) Late collection fee

The Service operates School Terms from 7am-8:45am and 3:15pm-6:00pm. Pupil Free Days 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 the first 5 minutes or parts thereof will apply. After this it is \$20 per 5 minutes or parts thereof. e.g. If the close time is 6pm and you pick your child up at 6:10pm you will be charged \$30.

- 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.
- Families will be charged if we GPAC is required to purchase supplies for your child while on an excursion including water or food if this is not provided by the parent prior to the departure of the excursion.

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 and also on your invoice.

The service does not accept any cash payments.
- 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. 2., 173	7.3	<ul style="list-style-type: none"> • Enrolment Form • Priority of Access Policy • Enrolment & Orientation Policy • Delivery & Collection of Children Policy • Confidentiality Policy • Governance & Management Policy • Family Handbook 	<ul style="list-style-type: none"> • Child Care Subsidy System • QKenrol • Qikkids software

ENDORSEMENT BY THE SERVICE:

Approval date: _____ March 2020 _____
 Date for review: _____ September 2021 _____

GPAC's Fee Policy was approved by the Committee on 12th February 2019. Revised April 2020

*Revised 12022019 KG GPAC
 Kate Foster – Treasurer*

Amended 17032020 Committee mtg 20032020 Email approval 30042020ilding