



## Fees 7.3

### Policy

Mackinnon Parade Children's Centre structures the fees for the Service based on annual forecasted budget. The Service is a non-profit organisation, therefore all money received from "fees" is the revenue for the financial operations of the Service.

### Definition

The **budget** is a summary or plan of the intended revenue and expenditure of the business.

### Procedure

As a non-profit organisation the fee structure of the Service is based on, and subject to, the required revenue, given the annual operational expenditure.

#### 1. Child Care Subsidy

**Child Care Subsidy (CCS)** the enrolling parent must provide their Customer Reference Number (CRN) and the child's CRN on enrolment. This information is processed via the Child Care Management System (CCMS) allowing payments of families' entitlements. It is the responsibility of the account holder to ensure their information is provided to Government Human Services Department for this entitlement and that they continue to satisfy the government's requirements to manage ongoing payment.

#### 2. Enrolment Payment

The following charges are payable on enrolment:

A **bond** is charged which is equivalent to two weeks' fees. Your bond amount will be automatically adjusted if you increase or reduce sessions or reflective of the ratified fee structure. This adjustment will appear on your Tax Invoice. The bond will be reimbursed on the final payment of your account, via eft to your nominated bank account.

**First week's fees**, this is one week's fees paid in advance for the first week of service (excluding any CCS entitlements) and will be allocated to cover the cost of the first week's fees.

**Enrolment Fee**, flat fee charged as once-off payment on enrolment.

#### 3. Fees

The Service charges the following fees, as detailed in the Fee Schedule (as updated from time to time):

**Standard Full Day Fees** are charged for full day sessions. The Full Week Fee applies to children who attend 5 days a week.

A **Maintenance Levy**, for the purpose of facility maintenance, charged twice yearly in February and July.

**Casual Surcharge** will be applied when booking additional sessions. Additional sessions may be available on request but cannot be swapped with permanent sessions. Casual bookings, once confirmed are managed like permanent days and will incur the standard fee in the event it is unused or the account holder no longer requires the day.

**Late collection fine** is charged when children are collected after the service has closed at 6pm. The late collect fee rate is calculated per-child for 15 minute increments or part thereof.



## Late payment fee

Families who do not pay their account in full by the due date will incur a **late payment fee** of 10% of the accumulated outstanding amount charged weekly until the account is paid or the account holder enters into an agreed payment plan. The late payment fee represents a genuine pre-estimate of the loss suffered by MPCC in the event of late payments.

## Holiday Leave / Centre Closures Fee Structure

The Centre offers all families 20 days of reduced fees for holidays in the event full 4 weeks' written notice is given, via email.

**Public Holiday:** Full fees are charged for all public holidays.

**Absences through sickness or any other reason:** Full Fees are charged for any absent days.

**End of year closure (Christmas / New Year) Closure:** no fees are charged.

## Cancellation (or Change) of Permanent Bookings

The Centre **requires 4 weeks' notice** to be given in writing, via email, when cancelling any permanent sessions. If 4 weeks' notice is not received, full fees will be charged for this period.

## 4. Invoicing and Payment of fees

Families will be invoiced weekly.

Payment must be made in full by Electronic Funds Transfer to the account specified on the Service's Fee Schedule within 7 days of the date of invoice, unless special arrangements have been made with the Director and are in writing. Families must raise any concerns about an invoiced amount with the Director within 14 days after the date of invoice.

*Please ensure you use your account name, as recorded on your tax invoice, as a reference.*

## 5. Financial Hardship

Where a family is experiencing financial hardship, it is requested that the Director be contacted to discuss a possible solution. The Director reserves the right to make decisions regarding approval of special arrangements.

## 6. Bond Refund

Once the account is paid in full upon a family leaving the Service, the bond will be refunded into the account holder's nominated bank account via EFT. The full details for the bank account must be provided in writing to the Director for this to occur. In the event the account is not paid in full the Director reserves the right to withhold the Bond to cover unpaid fees and costs associated with managing the account. The bond is non-refundable in the event the family do not proceed with enrolment.

## 7. Overdue/ Outstanding accounts

The following procedures will apply to all overdue/outstanding accounts.

All accounts must be paid as they fall due. Any unpaid account will attract the late payment fee, set out in section 3 above, and the account will be re-issued at the time the late payment fee is applied. Management reserves the right to cancel any enrolment in the event of unpaid fees.



In the event a position is cancelled due to unpaid fees the bond will be kept to pay for the administration cost of the cancellation and in lieu of a four (4) week notice period.

### 8. Debt Collection

Where a family has failed to comply with the request for payment as outlined above and the bond did not cover costs, the outstanding debt will be placed in the hands of a collection agency. The Board reserves the right to implement legal proceedings in the cases where the Collection Agency is not successful in recovering the outstanding amounts.

### 9. Right to refuse care

The Board has the right to cancel a family's enrolment within MacKinnon Parade Children's Centre Inc, where a family has failed to comply with The Director's request for payment of outstanding fees. The family will be given 24 hours' notice in writing that if their account is not paid in full their child's enrolment will be cancelled and care refused.

### 10. Right to Appeal

If a family believes the decision of The Director or The Board has been unjust, they have 7 days after notification, to state their objections or appeal against the decision. This is to be done in writing, and addressed to "The Director".

#### Related policies and/or forms:

Fee Schedule 7.3.a

#### References:

*Consumer and Business Affairs – Constitution*

*Child Care Provider Handbook - Department of Education and Training*

*Department of Education Employment and Workplace Relations (DEEWR)*

*National Quality Standards, The Law and Regulations*

#### Review

*This policy will be reviewed annually.*

*Version 7*

*Reviewed, June 2019, June 2018, July 2017, July 2016, August 2016, originally created December 2013*

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