

# Policy FIN:08

## Fees – Family Day Care



Area – Finance

### Document Control

Responsible Officer: Chief Finance Officer	Policy Number: FIN:08
Contact Officer: Accounts receivable team leader	Policy Area: Finance
Effective Date: 1 July 2015	Review Date: June 2016

### Scope

This policy provides a framework to guide all actions for The Creche and Kindergarten Association Limited (C&K) and relevant stakeholders. This includes, but is not limited to, the C&K board, C&K staff, C&K central, C&K family day care services, C&K family day care educators, children, parents, volunteers, contractors and any visitors to C&K services.

This policy excludes C&K affiliate and associate members.

### Introduction

The purpose of this policy is to provide transparency in the application and administration of fees. C&K aims to provide highest quality education and care for children and to do this C&K rely on parents / guardians paying their fees to remain financially viable and sustainable.

### Definitions & acronyms

In order to make this document as efficient as possible relevant definitions and acronyms specific to this policy have been listed in the C&K definitions and acronyms glossary. All policies, procedures, quick reference guides and protocols should be read in conjunction with the C&K definitions and acronyms glossary.

### Policy Statement

#### **1.0 General**

C&K is a not for profit organisation that reinvests any surplus made back into the services and programs to better achieve outcomes for all children and communities.

Fees are based on operational and financial considerations to ensure sustainability of our services. Due to changes in economic, political, or legislative conditions, the C&K executive reserves the right to amend fees at any time.

C&K will aim to provide families with as much notice as possible regarding fee amendments and will try to give families a minimum of four weeks' notice. C&K aims to keep fees affordable for families and have developed a fee system to maximise family access to available subsidies.

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### **2.0 Waitlist fee**

C&K do not currently charge a fee to place your child's name on the wait list of a C&K family day care service.

### **3.0 Enrolment fee**

C&K do not currently charge an enrolment fee to enrol your child in a C&K family day care service. Families must confirm their acceptance of an enrolment offer within the timeframe specified in the offer. Should a family not respond within the specified timeframe the enrolment offer may become void and the enrolment place offered to the next family on the waiting list. Confirmation of a child's enrolment is made when C&K receive the child's completed enrolment booklet.

Enrolment fees would be payable if moving from a C&K family day care service to a C&K branch long day care or kindergarten service.

### **4.0 Bonds**

C&K do not currently charge a bond upon enrolment of your child in a C&K family day care service.

### **5.0 Bookings - regular**

A child is enrolled according to the enrolment pattern requested / negotiated with the account holder.

### **6.0 Bookings – casual**

Account holders may make casual bookings in advance. The C&K family day care service will determine if a casual booking can be accommodated. Once a casual booking is made, the account holder is charged and payment must be made whether or not the child attends the service.

### **7.0 Public holidays**

A child enrolled on a day that falls on a public holiday will be charged for that day.

### **8.0 Absences**

All absences will be charged in full and the account holder will be responsible for payment of fees for days where the child is absent. In certain circumstances a child care benefit may be paid for allowable absences. Should the child care benefit not be applicable, the account holder

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is responsible for the payment of full fees for the days the child is absent. It is important for families to consult the DETE website for further information regarding the child care benefit that may or may not be applicable for their individual circumstance.

### **9.0 Fee subsidies**

Government subsidies (e.g. CCB, CCR) may be applicable to assist with reducing the cost of fees. C&K will ensure that information is provided to families to advise them of the subsidies available however families are encouraged to research subsidies for which they may be eligible. Where the calculation of a subsidy is dependent on an account holder's unique situation, C&K will refer the account holder to the appropriate Government department for more information or apply subsidies in line with Government guidelines.

Account holders must comply with C&K requests for supporting documentation, should it be required, to verify and validate an account holder's entitlement to receive a fee subsidy. Fee subsidies are subject to change. Should a fee subsidy be reduced or removed, the account holder will be responsible for payment of full fees.

### **10.0 Fees**

Educators are self-employed and C&K engages the educator through an Independent Contract Agreement. C&K works with educators to set fees within a specified fee range. Fees will be charged in accordance with the agreed fee schedule for each educator.

Fees are calculated on session hours and charged two weeks in advance. An account invoice / statement will be provided to the account holder on the first day of each week. Payment of the outstanding balance will be due weekly.

C&K does have a minimum number of session hours based on the type of care requested. Minimum session hours can be found in C&K's fee schedule.

C&K's fee payment agreement is included in the enrolment pack provided to Parents/Guardians.

### **11.0 Fee payment methods**

Account holders must pay any fees owing to the C&K family day care educator. The C&K family day care educator will record any payments made by you, on the child's Attendance and Payment Record. Both the Account holder and C&K family day care educator must sign the Attendance and Payment Record confirming the receipt of a payment by the educator.

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### **12.0 Late collection of children**

C&K family day care educators are contracted to work specific hours based on the bookings made by families and are entitled to complete the provision of care at the planned end time of the booking. The C&K family day care educator must be telephoned if there is going to be a delay beyond your booking end time. It is the parent / guardian's responsibility to ensure the child is collected on time.

If the C&K family day care educator has not heard from a parent or guardian, they will attempt to contact the parents or guardians and the emergency contacts nominated on the enrolment form. Parents / guardians who are late collecting children after the booking end time will be charged the prescribed late fees.

### **13.0 Educator absence**

If for any reason a C&K family day care educator is unable to provide the booked days / hours of care for your child, you will not be charged fees for your bookings during the period of time where care is unable to be provided.

### **14.0 Late payment of fees**

Fees are considered overdue if amounts are not paid by 5pm on the payment due date. If, prior to the payment due date, the account holder becomes aware that they will be unable to meet their payment obligation, they must contact their C&K family day care service immediately to discuss payment options.

A late fee may be charged on all overdue accounts along with additional charges for any dishonoured payments.

C&K reserves the right to charge interest at commercial bank overdraft rates on all overdue accounts.

The C&K Fee Collection and Debt Management policy will be followed for the collection of all overdue amounts.

This may include forwarding the account to an independent collection agency. Normal commercial agency activities will be employed, including legal action to recover the full debt owed. The agency costs of recovering any debt owed to C&K will be added to the debt owed and will become payable to C&K.

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### ***15.0 C&K Suspension or cancellation of enrolment***

Fees must be paid two weeks (14 days) in advance. If an account is unpaid, the C&K family day care educator and C&K central accounts receivable staff will attempt to contact the account holders to ensure payment is made. If the account remains unpaid after 14 days from the due date and no payment arrangement been entered into, the child's place at the service will be suspended immediately.

C&K reserves the right to offer the suspended place to another family in which case the child's place is forfeited and the enrolment is cancelled.

The outstanding account will remain a debt payable to C&K, irrespective of whether the enrolment is cancelled.

The General Manager – Children's Services or Regional Manager and Chief Financial Officer or Financial Controller will determine if a child's enrolment is suspended or cancelled.

### ***16.0 Deferred payments***

If fees cannot be paid by the specified or agreed due date, an alternative short-term arrangement may be made to pay fees by installments. The proposed installments must cover current and outstanding fees.

A deferred payment application must be made prior to the fee payment due date and approval is subject to the discretion of Chief Financial Officer. If the application is not approved, the account holder must ensure that payment is made by the due date.

### ***17.0 Account holder cancelation of enrolment***

A minimum of two week's notice, in writing, must be provided to the C&K family day care service to cancel a child's enrolment.

Once written notice of cancelling an enrolment has been provided to the C&K family day care service, C&K are only able to claim child care benefit (CCB) or child care rebate (CCR) for the days the child attends the service during the notice period. Should the child not attend one or more days during the notice period, the account holder will be charged and be responsible for paying the full daily fee.

### ***18.0 Fee payment record keeping***

All correspondence, conversations, and messages with the account holder shall be recorded in the confidential notes area of the account holder record, within C&K's child care management software system, to ensure a written record of collection discussions, actions and credit history.

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## 19.0 Fee schedule

Families can access a fee schedule for each C&K family day care educator by contacting the C&K family day care service.

### Links to associated documents


### Acknowledgements and references

In order to make this document as efficient as possible relevant acknowledgements and references specific to this policy have been listed in the C&K acknowledgment and references glossary. All policies, procedures, quick reference guides and protocols should be read in conjunction with the C&K acknowledgement and references glossary.

### Revision record

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
1.0	01.06.2015	Mark Stone	<b>01.07.15</b>	Annual	June 2016