

6.2.1 Fee Policy

Joondalup Family Centre will determine the required fee level to meet budget predictions for the next year. The fee schedule and fees payment policy will be explained to families at the time of enrolment.

Families will be notified a minimum of 14 days' prior to any price increase. The same fee will be charged to all families for equivalent education and care.

PROCEDURES:

- Fees will be charged and invoiced on a term basis. The program will operate the same school term as the Education Department except will close 1 week prior to Christmas holidays.
- Payment of Fees:
 - Each terms fee will be invoiced at the end of the previous term. All fees **must** be paid prior to the start of the term e.g.: second term fees will be invoiced at the end of term 1 and must be paid prior to term 2 starting. Parents joining mid term will only be charged fees for the remainder of term.
 - On occasion, Joondalup Family Centre may negotiate an individual fee payment structure with families who cannot pay for a term upfront. This may include:
 - a) Allowing weekly direct debit payments into our account
 - b) Instalment payments paid fortnightly for 5 weeks.
 - Parents can choose to pay fees online or via our EFTPOS machine in the office. Office hours are Monday – Friday 9am – 1pm. When making payments online, parents are required to provide the following:
 - a) Child's surname and initial
 - b) Session day

Credit card payments will incur fees.

- If a parent wishes to pay to hold a place until their child turns three, we require the first term fees to be paid in full at the time of enrolment.
- We require two weeks notice for cancellation of a place.
- Refunds will only be given in extenuating circumstances and provided two weeks notice has been given for cancellation of a place. This will be at the discretion of the Management.
- Fees will still need to be paid for children who are absent for holidays, and sickness. Parents need to notify the service of any absences.
- If fees for the following term are still outstanding at the end of the current term, every effort will be made to contact parent to arrange full fee payment or payment plan organized through phone calls and/or emails. Failing to pay fees for

Version	Date	Review
6.3	30/06/2020	30/06/2021

the following term will result in child's booked spot being cancelled without further notice.

Overdue accounts

The procedure for collecting unpaid accounts shall be as follows:

- An invoice shall be posted within 28 days of debt being incurred and payment is due within 21 days of invoice date. Normal practise is for invoices to be posted every 14 days.
- Once the 21 days' notice has been exceeded with no payments being made and no arrangements being made to make a payment care may be cancelled at the end of 14 days. At the expiration of the 90-day period outstanding debtors may be referred to Council's Debt Collectors for the collection of their total outstanding debt and any debt collection costs associated with the debt collection process.
- A late payment fee will apply to all late payments 60 days or more. This fee will be \$10.00.
- Parents are encouraged to discuss payment difficulties and make suitable arrangements
- If no arrangement is made within 14 days of exceeding the 21 days of invoice date, then care may be cancelled.

Version	Date	Review
6.3	30/06/2020	30/06/2021