

6.2 FEES AND CHARGES

Introduction

Joondalup Family Centre charges for enrolment into the service. This is based on a daily rate depending on the duration of the program on each day. As we are not eligible to receive the Child Care Subsidy rebate, we aim to keep our prices as low as possible to ensure affordability of our service.

Related Documents

National Quality Standards (NQS)

Quality Area 6: Collaborative partnerships with families and communities

Standard 7.1	Governance	Governance supports the operation of a quality service
Element 7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
Standard 7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community
Element 7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place

Relevant Legislation

Education and Care Services National Regulations 2012	
168	Education and care service must have policies and procedures
172	Notification of change to policy or procedures

6.2.1 Fee Policy

1. Purpose and Scope

Joondalup Family Centre aims to provide quality education and care at affordable rates. Fee levels will be set by Management and the Management Committee and will be reviewed each year.

Our fees will be clearly displayed on the website and in promotional material.

This Policy applies to the Educators/staff and parents.

2. Policy

Joondalup Family Centre will determine the required fee level to meet budget predictions for the next year. We charge a daily rate which is worked out on current costs of running the program. The fee schedule and fees payment policy is shared with families at the time of enrolment. Families will be notified a minimum of 14 days' prior to any price increase.

3. 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:
 - Families will be invoiced prior to the start of the 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) 50% month upfront and balance paid in the following month
 - b) 50% month upfront and weekly payments for the outstanding amount for the next 5 weeks
 - c) 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 are not paid by the due date every effort will be made to contact parents to arrange full fee payment or arrange a payment plan. Failing to pay fees for the following term may result in child's booked spot being cancelled without further notice. A late payment fee of \$10 will apply for payments over 30 days late.

Overdue accounts

The procedure for collecting unpaid accounts shall be as follows:

- An invoice shall be posted within 14 days of debt being incurred and payment is due within 14 days of invoice date. Normal practise is for invoices to be posted every 14 days.
- Once the 14 days' notice has been exceeded with no payments being made and no arrangements being made to make a payment, the service 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 30 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 14 days of invoice date, then care may be cancelled.

4 Document History

Record of policy development		
Version	Date approved	Date for review
2014.1	30/06/2014	6/2015
2015.1	30/06/2015	6/2016
2016.1	30/06/2016	6/2017
2017.1	26/07/2017	8/2018
2018.1	1/08/2018	8/2019
2019.1	26/08/2019	8/2020
2020.1	26/09/2020	9/2021