



# Payment of Fees

## Payment of Fees Policy

At Brighton Street Early Learning (Brighton Street) we know that a clear and concise fee policy and structure will assist families to understand their responsibility to making fee payments and reduce the likelihood of grievances over fee payments.

We will establish open honest relationships with the families attending Brighton Street. We request families become familiar with this fee policy and accept responsibility for the nominated fees prior to enrolment.

### PROCEDURE

#### **Daily Fee:**

- This fee is per child per day. The daily rate is for any time used between 7.00am and 6.30pm.
- The current fee is \$155 per child per day.
- The fee is to be paid for every day your child is enrolled, including absent days, public holidays and any additional days.
- Fees are not charged for the annual (approximate) 2-week closure period over the Christmas break. Families will be advised of these closure days as they are determined by the Christmas Public holiday periods and are different each calendar year.
- We do not swap booked days to make up for absences and we do not offer make up days.
- Fees will be debited from your nominated account on Thursday for the current week of care.
- A bond of two full days care is taken to secure enrolment. This will be credited to a family's account when they finish with the service. Families that are deemed vulnerable and or meet the Priority of Access criteria may have this fee waived.
- An invoice will be provided to the designated person weekly with an amount due on that statement. The amount due is the amount outstanding, including the 1 week required in advance. Upon receipt of an account, families are to pay the full amount shown within 7 days. It is the responsibility of the nominated person on the child's enrolment form to accept liability for the payment of the fees.
- The daily fee may increase on the 1st of July every year. Management will determine the amount of the increase, if any. All families will be notified of the fee increase, two weeks prior to the increment.
- Fees are to be paid by direct debit only, either from a bank account/building society or from a credit card. Direct debits via a bank account do not invoke a transaction fee. Payment via credit card will generate a transaction fee to the card holder. This transaction fee is the card holder's responsibility.
- Families must read and understand the documents enclosed in their enrolment packs relating to Direct Debit Request, and must complete the Direct Debit Request - Authorisation Form before enrolment can be finalised

### **Fee Assistance:**

- The Child Care Subsidy (CCS) is a Commonwealth Government means tested subsidy to assist eligible families with the cost of child care. Payments are paid directly to approved child care providers.
- It is the responsibility of the family to register for these subsidies.
- Families will receive information about these subsidies prior to enrolment.
- Management does not determine the subsidy provided by the Government and if a family does not register or receive these subsidies, the full daily fee is to be paid. Any discrepancies over the subsidy are to be addressed with the appropriate subsidy bodies.
- Families should be aware that their child's immunisation status can affect the subsidy provided. Immunisation and notification of immunisation is the responsibility of the family.

### **Changes to enrolled days:**

- Two weeks written notice is required for families to make a permanent change to their enrolled days. If a family chooses to cease their enrolment, the 2-week notice is required and fees are charged for those two weeks.
- Families that are deemed vulnerable and or meet the Priority of Access criteria may have 2-week notice period waived.
- Once an enrolment is cancelled, any outstanding balance will be finalised by payment to Brighton Street or refunded to the designated account payee.

### **Grievance**

- Families with any dispute or concern over issues with fee payment should raise these with management. We ask that this be conducted in a respectful manner.
- Management may raise or question any non-payment of fees with families. This will be done in a respectful and private manner.

### **Non compliance**

- The fee structure and responsibility will be discussed with all families prior to enrolment. The enrolment of a child to Brighton Street is deemed an acceptance to pay the designated fee in accordance with the fee policy.
- If the designated person required to pay fees has not paid the fee as per this policy, a second request for the amount outstanding will be made. If the fee payment has not been paid, or the fees have become in arrears, a final letter requesting payment will be made.
- If the payment has not been received after this, the child's enrolment can be cancelled at the discretion of management.
- Where an account is outstanding, Brighton Street will ensure accessibility/remove financial barriers for vulnerable families.

### **Duties of Management (including Approved Provider and Day to Day Management)**

Brighton Street Early Learning Management will:

- maintain this fee policy to balance the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- implement and review this policy in consultation with parents/guardians, the Nominated Supervisor and staff
- review the effectiveness of the procedures for late payment and support offered
- consider options for payment when affordability is an issue for families
- clearly communicate this policy and payment options to families in a culturally sensitive way, and in the family's first language where possible
- ensure that the Fees Policy is readily accessible at the service
- provide all parents/guardians with fee information
- ensure fees are collected and receipted
- collect all relevant information and maintain relevant documentation regarding those with entitlement to concessions, where applicable
- comply with the Brighton Street Privacy and Confidentiality Policy regarding financial and other information received, including in relation to the payment/non-payment of fees

### Duties of all Staff

Brighton Street Early Learning staff will:

- inform Management of any complaints or concerns that have been raised regarding fees at the service
- refer parents'/guardians' questions in relation to this policy to Management

### Duties of Families

Families at Brighton Street Early Learning will:

- read the Brighton Street Payment of Fee Policy
- notify Management if they are experiencing difficulties with the payment of fees
- provide the required documentation to enable the service to claim the Kindergarten Subsidy

### EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required

- notify parents/guardians at least 14 days before making any changes to this policy or its procedures unless a lesser period is necessary because of a risk.