



Kinburra Preschool

Payment of Fees Policy

National Quality Standards (NQS)

Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management of a quality service

LEGISLATION

Education and Care Services National Law 2010	
Education and Care Services National Regulations 2018	
168	Education and care service must have policies and procedures

PURPOSE

For parents to gain a clear understanding of the service fee structure, ensuring children's fees are paid on time.

SCOPE

This policy applies to children, families, staff, management and visitors of the service.

IMPLEMENTATION

The fee structure of the service includes:

Administration Fee & Bond Payment

- An administration fee of \$45 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the preschool. This fee is non-refundable.
- A bond consisting of 2 weeks full fee is to be paid in order to hold a child's position at the service. If you have a healthcare card, bond is still charged at full fees.

- The Bond payment owing will be refunded back to families when the child leaves the preschool or gives 2 weeks non-term time notice (notice cannot be counted if given in the school holidays). Please note: Any outstanding fees will be taken out of bond.

General Fees / Payment

- Fees are charged daily and vary depending on the family's individual circumstances.
- Fees must be kept two weeks in advance of a child's attendance at all times.
- Fees are to be paid fortnightly, two weeks ahead, directly into the Kinburra Account listed below. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears. Families can pay for the term upfront if they wish.
- Fees are payable in advance for every day that a child is enrolled at the preschool. This includes sick days and family holidays but excludes periods when the service is closed.
- Fees are charged at full days only (no matter what the attendance hours are).
- A membership fee is paid yearly.

Payment of Fees

- Families will be issued with a fee statement on a Term basis in accordance with the fee payment and Regulatory requirements.
- We do not accept cash for payment of fees.
- Fees are to be paid directly into our Bendigo bank account.
- Kinburra Preschool Inc
BSB: 633-000 A/C: 159866029

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation from the Director.

Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding. A child's position will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the service will initiate its debt collection procedure.

Late Fees

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$15.00 per 10 minutes block and part thereof.
- A review of the child's enrolment will occur where families are consistently late.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families.

Termination of Enrolment

- Parents are to provide two term weeks written notice (notice given in school holidays is not counted as notice) of their intention to withdraw a child from the centre or change their days.
- Bond will be refunded once the fees have been paid in full and no other money is outstanding.
- If termination from the preschool is required without notification, families will lose their bond resulting in the payment of full fees to be charged.

Responsibility of Management

- The Administration Assistant is responsible for the billing and chasing of fees.
- Should families wish to discuss overdue fees, they will need to discuss this with the Director

Source

- The Business of Child Care, Karen Kearns
- National Quality Standards 2019
- Family Assistance Law
- Child Care Service Handbook 2017-2018 <https://docs.education.gov.au/documents/child-care-service-handbook>

REVIEW

POLICY REVIEWED	February 2020	NEXT REVIEW DATE	February 2021
MODIFICATIONS	<ul style="list-style-type: none"> • Minor changes to grammar, content changed 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
April 2019	<ul style="list-style-type: none"> • Minor changes to update NQS and Legislation 	April 2020	
September 2017	<ul style="list-style-type: none"> • Minor changes made to ensure compliance with regulations and government requirements. 	September 2018	

Outstanding Fee – First Reminder

<Insert date>

<Insert name>

<Insert address>

RE: OUTSTANDING ACCOUNT

Dear <Insert name>

This is a reminder that your account balance of \$<Insert Amount> was overdue as of <Insert Date>. Enclosed is a statement of account for your reference.

Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

<Insert name>

<Insert position>

Outstanding Fee – Second Reminder

<Insert date>

<Insert name>
<Insert address>

RE: SECOND REMINDER - OUTSTANDING ACCOUNT

Dear <Insert name>

We wrote to you recently reminding you of the outstanding amount of \$<Insert amount> for Invoice number/s <Insert invoice number/s>, but it appears to remain unpaid.

If you have any queries regarding its payment or if we can help you in any way please call. If not, please organise for settlement of this account immediately.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards

<Insert name>
<Insert position>

Outstanding Fee – Final Reminder

<Insert date>

<Insert name>
<Insert address>

RE: FINAL REMINDER - OUTSTANDING ACCOUNT

Dear <Insert name>

We have recently sent you a number of letters to remind you that the balance of \$<Insert amount> was overdue.

We ask again that if you have any queries or are not able to make full payment immediately, please contact us.

If neither of the above applies to your situation please organise for the settlement of the remaining balance by <Insert due date>.

Payment of your account has now well exceeded our normal credit facility, should your fees remain unpaid by the advised date your position at our service will be terminated and your account transferred to our Debt Collection Agency, who will implement strategies to recover the debt owed to the Service.

Regards

<Insert name>
<Insert position>