



Kinburra Preschool

## Payment of Fees Policy

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Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

### NATIONAL QUALITY STANDARD (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 and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

### RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999	Family Law Act 1975
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## RELATED POLICIES

Arrival and Departure Policy Child Care Subsidy (CCS) Governance Policy Enrolment Policy Governance Policy	Orientation of Families Policy Privacy and Confidentiality Policy Termination of Enrolment Policy
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## 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

Australian Children’s Education & Care Quality Authority. (2014).  
 Australian Government Department of Education Child Care Provider Handbook  
<https://www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook>  
 Australian Government Department of Education, Skills and Employment *Early Childhood and Care*  
<https://www.education.gov.au/early-childhood-and-child-care-0>  
 Australian Government Department of Education, Skills and Employment *Information for child care providers when a period of local emergency occurs*  
 Education and Care Services National Law Act 2010. (Amended 2018).  
[Education and Care Services National Regulations](#). (2011).  
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).  
 Guide to the National Quality Framework. (2017). (Amended 2020).  
 Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).  
 Revised National Quality Standard. (2018)

### REVIEW

POLICY REVIEWED	MAY 2021	NEXT REVIEW DATE	MAY 2022
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Policy reviewed following updates in February 2021</li> <li>• Policy content and sources current</li> <li>• Information updated regarding administration fee and bond payments</li> </ul>		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
OCTOBER 2020	<ul style="list-style-type: none"> <li>• Minor adjustments recorded</li> </ul>	MAY 2021
MARCH 2020	<ul style="list-style-type: none"> <li>• Policy statement added</li> <li>• Implementation information added</li> <li>• Responsibility for Management expanded</li> <li>• Resources and information section added</li> </ul>	MAY 2021

# Outstanding Fee – First Reminder

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<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

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<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

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<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>