

WCS Children's Services ADMINISTRATION – Fee Policy

Purpose

WCS strives to provide affordable child care services for the local community, with clear direction on the payment and collection of childcare fees.

Policy statement

This policy details the service's procedures in relation to fees, methods of payment and associated provisions.

Strategies and practices

- The Service's Fee Policy and Fee Schedule is explained to parents at enrolment, and the necessary paperwork relating to fees is discussed and completed.
- WCS will aim to minimise fee increases on families. However fees will be adjusted on an annual basis in July to balance each service's budget and ensure sustainability. At least one month's notice will be provided to families when changes to the fee schedule are to occur.
- The service follows their current fee schedule.
- Fees are to be paid on date of the invoice as per the service's fee arrangements and preferred payment methods will be discussed with parents upon enrolment.
- Normal fees apply to public holidays, sick days, family holidays and any other absence. Fees are not charged for days when the service is closed outside of public holidays. Childcare benefit is paid for a child's absences up to 42 days per child each financial year unless the family are eligible for exceptional circumstances. The service does not exchange days of care and does not arrange make up days.
- Receipts are issued for all fee payments. The system generated receipt will show the child's name, the period of time for which the receipt is issued, the amount paid, and all other details required by regulations. If an overpayment is made, no change will be given but the excess will be credited to the family's account.
- Fee reminders are sent to any family one or more weeks late in the payment of fees. If the fees are not paid within the following week or an arrangement not entered into, the child's place at the service is at risk.
- Parents are advised to contact the Family Assistance Office directly to determine their eligibility for childcare benefit (CCB) and childcare rebate (CCR) before the child commences at the service.
- The service requires written notice as per Service Fee Schedule of an intention to change the hours of care or the number of days required or to withdraw a child from the Service. The notice begins from the close of business on the day the service receives the written advice.

- When notice to cease care has been given, CCB will only be applied to this period, if the child attends care during this period including the last day of care, as per childcare handbook.
- A late fee as per the Service's Fee Schedule will be charged for any child collected later than the Service's closing time.

Responsibilities of parents/guardians

- To ensure fees are kept up-to-date.
- To keep the Service informed of any changes in attendance (e.g. family holidays, other absences)
- To respond promptly to communications from the Family Assistance Office to maintain CCB eligibility.

Links to other policies

- Enrolment and Orientation Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2018

Reg	168	Education and care service must have policies and procedures
	172	Notification of change to policies or procedures
QA	4.2.2	Professional standards guide practice, interactions and relationships.
	6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions.
	6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
	7.2.1	There is an effective self-assessment and quality improvement process in place.

Sources, further reading and useful websites

- Department of Education, Employment and Workplace Relations. (2011). Childcare Service Handbook 2010-2011
<http://education.gov.au/search/site/Childcare%20Service%20Handbook%202010-2011> September 2016
- Dr. B. Abbey and P. Maclean, NQS - the complete system of policies, procedures and forms, <http://www.childcarebydesign.com.au/> September 2016

Further reading

- Information for families using child care - fact sheet kit for 2011-2012
<http://education.gov.au/fact-sheet-kit-families-using-child-care> September 2016

Useful websites

- Department of Education and Training - <http://education.gov.au/> September 2016

Policy review

This policy is a living document and will be monitored and reviewed as issues are identified. Proposed changes will be circulated and discussed by all programs and any external stakeholders for approval.

Person Responsible for Review:

Manager, Children's Services

Implementation Date:	12 September 2016	Review Date:	September 2018
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Modification History

Date	Sections and/or Paragraphs	Source	Details
2016/12	Whole document		formatting
2018/01	Quality Areas	Revised National Quality Standard 2018	

Related Documents

Refer to HR Manual – cross reference to WCS documents such as: WCS Services Guide, WCS Values and Strategic Plan.

Approved by Susan Henderson, Manager, Children's Services.



Date: 16 January 2017