

Early Childhood Centre Fee Policy

CHILD'S SURNAME: _____

CHILD'S FIRST NAME: _____

EARLY CHILDHOOD CENTRE (Please circle): Civic / Harrison / Treehouse / Majura

PURPOSE: To provide information and a clear outline of requirements for the processing and payment of Early Childhood Centre Fees.

The Early Childhood Centre Fee Policy is current as at 1 December 2016 and is subject to change. All families will be provided with a new copy of the Fee Policy should it be updated, with a notice period of 30 days before changes take effect.

1. Fees Payable

Fees are payable for all permanent and occasional enrolments.

1.1 PERMANENT ENROLMENTS – ALL CENTRES:

The amount of fees payable is included on the fortnightly statement provided to the parent or guardian. Permanent enrolments are charged for the full day regardless of how many hours each child attends.

1.1.1 **FEES:** Fees are payable for all:

- Sick days
- Personal holidays
- Public holidays (effective from 3 January 2017)
- other non-attendance with the exception of centre closure

1.1.2 Northside Community Service cannot offer swap days of enrolment, cannot arrange make up days, nor offer reduced rates for extended holiday periods.

1.1.3 Northside Early Childhood Centres are closed from close of business on the last business day before 25 December and reopens the first business day in the New Year (January). Fees will not be charged during this close down period.

1.1.4 Late collection fees will apply to permanent enrolments.

1.2 OCCASIONAL ENROLMENTS - Civic and Majura Early Childhood Centres:

Occasional enrolments are available at the following centres:

- Majura Early Childhood Centre: 8am to 6pm, Monday to Friday
- Civic Early Childhood Centre: 7.30am to 6pm, Monday to Friday

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- 1.2.1 Occasional enrolments are not guaranteed and are only available if positions are available on any given day.
- 1.2.2 Occasional enrolments may only be booked a maximum of two (2) weeks in advance of the date required.
- 1.2.3 Occasional enrolments must be a minimum of three (3) hours in length and any enrolment over seven (7) hours in length will be charged the full 10 hours (Majura Early Childhood Centre) or 10.5 hours (Civic Early Childhood Centre).
- 1.2.4 Occasional enrolment fees will be charged for the time booked and agreed extensions (eg. if an enrolment was made for five (5) hours from 9:00am to 2:00pm and collection was at 1:00pm, the fee would remain unchanged at five (5) hours).
- 1.2.5 A minimum of one (1) hour notice is required for requests to extend your enrolment for the day. This is only possible if there is space available.
- 1.2.6 Cancellations of occasional enrolments must be made on a business day twenty-four (24) hours prior to your enrolled day. If cancelling over a weekend or public holiday a voice message can be left on the answering machine. Cancellations after this time will incur the full fee for the hours previously booked.
- 1.2.7 Late departure fees will apply to occasional enrolments.

1.3 **CHILD CARE BENEFIT (CCB) & CHILD CARE REBATE (CCR):**

- 1.3.1 CCB and CCR are managed by the Australian Government and not by Northside Community Service. For more information visit <https://www.mychild.gov.au/childcare-information/rebate>
- 1.3.2 The CCB/CCR is an estimate only on your statement (shown in bold and underlined on your statement) and this information is calculated and received from the Australian Government.
- 1.3.3 CCB and CCR may not be credited to your account until your child actually commences their enrolment and their Child Care Management System (CCMS) enrolment is formalised.
- 1.3.4 As per the Child Care Management System (CCMS) regulations, Northside submits attendances to the relevant Government Department on a weekly basis. The Department confirms and, if required, amends the CCB/CCR, and any differences will be rectified on your next statement. If you have a query about the CCB/CCR on your statement, please contact Centrelink to confirm your details including date of birth and Customer Reference Numbers (CRN's). Parents are advised to also confirm with Northside the CRN and date of birth for the account holder and the child(ren) provided to Northside are correct.

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2. Payment Arrangement

2.1 PERMANENT ENROLMENT FEE PAYMENTS:

- 2.1.1 Permanent Enrolment Fee Payments are to be made by direct debit via EziDebit Australia from your nominated bank account or by credit card (Visa or MasterCard).
- 2.1.2 Refer to the EziDebit Terms and Conditions for information on EziDebit fees and charges on credit card payments.
- 2.1.3 Permanent enrolment Fees are invoiced fortnightly in advance and a statement is emailed and/or posted for your information purposes. A direct debit schedule is included in the enrolment pack. Direct debits will begin on the next scheduled direct debit day after your child's enrolment begins.

2.2 OCCASIONAL ENROLMENT PAYMENTS:

- 2.2.1 Occasional enrolment fee payments must be paid prior to or on the day of the occasional care provided no later than the time the child arrives at the centre.

3. Defaults and Dishonoured Payments

- 3.1 Each dishonoured payment will incur a dishonoured payment fee from EziDebit of \$11.90 and from Northside of \$25.00. Once a payment is dishonoured Northside Community Service will start debt recovery.
- 3.2 If your account remains outstanding for fifteen (15) days from the initial dishonoured payment your child(ren)'s enrolment will be ceased and your account will be forwarded to a debt recovery agency unless approved alternative arrangements have been made with Northside Accounts Receivable, email: accountsreceivable@northside.asn.au.
- 3.3 Three (3) consecutive direct debit dishonours may also result in your enrolment being ceased.
- 3.4 In the event of this account remaining unpaid and being referred to a debt collection agency and/or law firm, all collection and legal demand costs will be added to the outstanding amount.

4. Bond Payment

- 4.1 A bond must be paid to reserve your child(ren)'s enrolment and is *payable by the due date on your letter of offer*. The bond will be equivalent to two (2) weeks full fees for each child and will be at the current fee rate and pattern of attendance prior to CCB and CCR being applied.
- 4.2 Where an increase in attendance occurs, the increased bond payment must be paid prior to commencement of such changes.

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- 4.3 Where a bond refund is necessary due to a reduction of days, families may request a refund using the appropriate form, or your family may elect to have the bond held until the position ceases in full.
- 4.4 The bond will be refunded after your child(ren)'s booking ends subject to settlement of all fees and charges and after all attendances have been submitted and retrieved from the Australian Government's Child Care Management System (CCMS).
- 4.5 Northside Community Service will retain the bond payment upon change of mind prior to enrolment commencing, but after accepting enrolment.
- 4.6 Bonds cannot be used to pay outstanding fees while your child(ren) is attending the Centre.
- 4.7 If Northside Community Service does not receive the bond payment by the due date, we reserve the right to offer the position to the next family on our Waitlist.

5. Late Pick Up Fee

- 5.1 A late fee will apply when families depart with their child(ren) after centre close at 6:00pm. A flat fee of \$50.00 for each ten (10) minutes or part thereof will be charged and added to your next statement.

6. Cessation of Booking

- 6.1 Two (2) weeks written notice (email is accepted) is required to reduce or cease your permanent enrolment. Your child/ren must attend their last day of enrolment in order to be eligible for CCB and CCR on all days up to and including their last day of attendance. The Christmas/New Year closure period cannot be used as the notice period.
- 6.2 **If your child(ren) does not attend the centre on their first or last scheduled day, CCB and CCR can only be paid from the first day of physical attendance up to, and including, their last day of physical attendance.** If fees are charged in lieu of notice, no CCB or CCR will be attributable to those bookings as they are classed as absent days and your child will not have attended their final day.

7. Absences without Notice

- 7.1 Families are requested to inform the Centre in advance, or by 9:00am on the day, if their child(ren) are going to be absent. A phone call or email is acceptable.
- 7.2 After an unadvised absence of one (1) week with no contact from the family, an email will be sent by a Northside representative to the family requesting the Centre be notified if the enrolment is to continue.
- 7.3 If no contact has been made in the second week of absence, a second email will be sent to inform the family that all outstanding fees are required to be paid immediately. The child(ren)'s enrolment will be forfeited if they fail to contact the Centre by the end of the second week

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- 7.4 The family will be responsible for paying for the full fees that may result from the child(ren)'s absence/s on the last day of enrolment. Refer to point six (6) of this policy.
- 7.5 **Extended Absenses:** CCB and CCR cannot be applied for absences greater than six (6) continuous weeks. The centre will charge a holding fee equivalent to the current daily fee to hold the position for families who wish to maintain their child's position at the centre after this time.

8. Other Important Information

- 8.1 If your family has applied for any benefit from the Australian Government (such CCB, CCR or JETCCFA), full fees are required to be paid by the family until the benefit is approved and formal documentation (Letter of Assessment) has been provided to Northside.
- 8.2 Once benefits have been approved by the relevant Australian Government Department, Northside can only update accounts to accounts via the CCMS portal within the current financial year. Any claims for benefits prior to the current financial year will need to be resolved with the relevant Department directly and Northside is not able to assist with this process.
- 8.3 If your family has ongoing issues regarding application and/or approval of any benefits, the issue must be resolved between you and the Government Department and/or external organisation. Northside Community Service has no authority with CCB and CCR payments, and is limited in the guidance we can provide.
- 8.4 Under no circumstances will accounts be permitted to go into arrears. Any overdue amounts will be followed up using Northside Community Service's normal debt recovery process.
- 8.5 From 1st January 2016 the Australian Government introduced the 'No Jab No Pay' measure. For further information regarding this please visit <http://tinyurl.com/jrmlnmt>.

If you have any questions please direct these to accountsreceivable@northside.asn.au or by calling (02) 6257 2255.

PARENT/GUARDIAN FIRST NAME: _____

PARENT/GUARDIAN LAST NAME: _____

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