

Fees Policy

NQS 7.1.2 Systems are in place to manage risk and enable the effective management and operation of a quality service.

Introduction

To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times. Prompt payment of fees allows us to plan with certainty. The Glenaeon Rudolf Steiner Preschool has a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. Our service will advocate with governments for all children's right to access early education and care regardless of their family's financial situation.

Aims

Our service's financial health and access to our service will be maximised by:

- ensuring families are aware of all fees and fee payment requirements upon enrolment;
- keeping fee increases to a minimum;
- ensuring the cost of administering fee collection is minimised;
- following the appropriate Priority of Access Guidelines requirements;
- following all legal requirements required for our access to government funding;
- managing fee collection to avoid bad debts;
- families are notified as far ahead as possible and no less than 14 days of any changes to fees or the ways fees will be collected; and
- ensuring we issue statements of fees on a regular basis.

Procedures

The Approved Provider will:

- Ensure the service complies with [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#) and [Child Care Subsidy Secretary's Rules 2017](#)
- Ensure vacant places are filled using the priorities as set out below:
 - A child at risk of serious abuse or neglect
 - a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

In addition, Glenaeon Preschool gives priority waitlist status to those children who:

- Have siblings already enrolled at Glenaeon Rudolf Steiner School or Preschool.
 - Currently attend Glenaeon or other Steiner based playgroups, family day carers or preschools.
 - Have parents who graduated from a Steiner / Waldorf School
 - Have parents who work at Glenaeon Rudolf Steiner School or Preschool.
- Ensure adequate records of attendance are kept for each child as required;

- As required under family assistance law, pass on all fee reductions to families as advised by DET against an Attendance Record Report within 14 days of being advised of the amount;
- Ensure the service submits weekly Attendance Record Reports to DET for each child using care;
- Comply with Australian Government funding agreements as required;
- Ensure the service remains financially viable and can meet its debts and other obligations as they fall due;
- Review fees twice annually in line with CPI and market forces;
- Charge no more than the usual fee for fees being paid by the Government such as Additional Child Care Subsidy;
- Issue statements for all children in respect of whom fee reductions are provided, to provide families with a complete record of the CCS and or/ other fee reductions that have been provided by the service at least every three months;
- Only collect and disclose personal information about children and families to DET/ the Family Assistance Office(FAO)/ the Department of Education and Communities where the disclosure is legally required.

The Nominated Supervisor will:

- Ensure all families are made aware of service fees and available subsidies on enrolment;
- Ensure statements of fees are given to all families no less than every three months;
- Submit attendance records to DET on a regular basis and ensure subsequent fee reductions are passed on to families as soon as possible; and

Families will:

- Obtain a Customer Reference Number from the Family Assistance Office as soon as practical before or after enrolment at the service; and
- Record the arrival and departure times of their child or children attending care.
- Confirm enrolment of their child at Glenaeon Preschool via the StarCare system / Centrelink email.

Fee payment procedures

The Nominated Supervisor will:

- Ensure families are aware of fee payment options
- Implement an overdue fee process with any families whose fees are not up to date.

Families will:

- Ensure all fees are paid when due.

Payment of Fees

Fees are paid by Direct Debit or credit card (surcharge applicable). Parents are to see the Administrator for the appropriate information necessary to pay fees. Fees are charged fortnightly in arrears, with payment due the following Friday. Alternatively, fees for the Term may be paid in advance.

If fees are 2 weeks in arrears, parents will be contacted and then notified in writing that unless immediate settlement of the account is made, their child's attendance may be under consideration to be cancelled.

If at any time a parent/s is experiencing difficulty paying fees, please do not hesitate to speak to the Business Manager (9417 3193). Placement at the preschool is at risk of being cancelled if fees are overdue/unpaid.

Late fees

The Approved Provider will:

Levy a late fee for families who arrive after the service closing time. Late Pick up Fees are charged at \$10 for every 5 minutes eg:

5 min	\$10
10 min	\$20
30 min	\$60

The late fee will be included on the child's next preschool invoice and does not attract CCS payment assistance. Parents will be informed that they have been charged a late fee via email from the Administrator if this occurs.

The Nominated Supervisor/Administrator will:

- Ensure families are made aware of late fee on enrolment; and
- Organise for separate invoicing of late fees.

Application fee

An Application fee is payable at the time an Enrolment form is lodged. This will ensure your child is placed on our waitlist. Child Care Subsidy is not applicable to this fee.

Bond Fee

A refundable enrolment deposit or Bond equivalent of four (4) weeks fees is payable upon acceptance of an offer of enrolment. This will be refunded at the end of your child's time at the Preschool provided appropriate notice of withdrawal is provided and fees are paid as required.

Holding Fee

If you are offered a place, but cannot take up that place for a period of up to 8 weeks, you may be eligible to hold your child's enrolled place by paying an ongoing Holding Fee. Please see the Director to discuss.

If your child will be absent from the Preschool for a period of 5-8 weeks, you may choose to pay a Holding Fee to maintain your child's enrolment with us at Glenaeon Preschool. Please see the Director to discuss.

Notice of withdrawal

Families will:

Provide four weeks' notice in term time in writing of the withdrawal of a child from the preschool, otherwise four weeks fees in lieu of notice will be charged. If the child is not attending during this period it is counted as an absence and may affect CCS payments. (ie full fees with no CCS reductions are likely)

The Nominated Supervisor will:

Ensure all families are provided with a statement of outstanding fees on receipt of notification of withdrawal of a child from the service.

Holidays

Fees will be payable when the child is away on holidays. An individual arrangement may be made with the Schools Finance Manager about a reduction in fees for long term holidays. Make up days are not available.

Public holidays

Families will:

- Pay for any booked day of education and care which falls on a public holiday. Make up days are not available.
- The only exception to the above is if a public holiday falls on the first day or last day of term, in which case fees will not be payable.

Absences

The Nominated Supervisor will:

- Ensure families are regularly reminded of the current numbers of allowable absences allowed under CCS legislation and procedures for claiming additional absence days.
- Once a child has been absent for a continuous period of 8 weeks, the enrolment is considered to have ceased for the purposes of Child Care Subsidy. The child will then need to enrol again if they wish to return to the Preschool.

Families will:

- Provide documentation for additional absence days as required.

Statutory Legislation & Considerations

- A New Tax System (Family Assistance) (Administration) Act 1999
- Child Care Subsidy Minister's Rules 2017
- A New Tax System (Family Assistance) Act 1999
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011

- <https://www.education.gov.au/child-care-provider-handbook/updating-arrangements-and-enrolment-notice>

Evaluation

Families pay fees on time. Fees are kept as low as possible whilst ensuring the service's financial health.

Review

Policy created June 2007

Date Reviewed	Modifications	Next Policy Review Due
Feb 2013 Oct 2014 Nov 2015 Dec 2016	Late fees amended Notice in term time	
Nov 2017	<ul style="list-style-type: none"> • Updated the references to comply with the revised National Quality Standard. • Minor changes in wording. 	Nov 2018
Nov 2018	<ul style="list-style-type: none"> • Add Rudolf Steiner School or Preschool to clarify that the name Glenaeon relates to these. • Changes made to comply with Changes to the Child Care Subsidy 	Nov 2019
May 2019	<ul style="list-style-type: none"> • Remove references to Priority of Access Guidelines 	May 2020