

Payment of Fees

QA7 Governance & Leadership

It is a Commonwealth requirement for families to complete a Complying Written Agreement (CWA) to receive Child Care Subsidy (CCS) for their child's enrolled sessions at the Service. Located at the end of the online enrolment form is the 'CCS Enrolment Agreement'. This is the Service's current CWA. Failure to complete this form will result in full fees being charged. Fee levels will also be displayed at the Service.

In accordance with the National Taxation Law, Catholic Education Western Australia (CEWA) is a registered provider for the application of CCS across their licensed services. This agreement outlines the responsibility of the provider to ensure a co-contribution for fees of CCS and Parent or Guardian payments is applied to all enrolled children.

We aim to provide a quality service for children at an affordable price to families. Payment of fees is required for each enrolled child. The fees charged by the service will be the same for equivalent care arrangements for each enrolled child before CCS is applied.

A current schedule of fees will be provided to families on enrolment. Fee levels will also be displayed at the service.

Rationale

The collection of fees for each child who attends the service provides the financial base from which it operates. Fee income enables the service to offer a quality program for children in accordance with the *Education and Care Services National Law and Regulations 2012* and to provide adequate resources for children's use.

While fees are the same for each child in attendance, eligible families may apply for reduced fees through the Child Care Subsidy.

Procedure

Fee payable/accounts

- The Service will determine the required fee level to meet budget predictions for the year.
- The fee schedule and fees payment policies will be provided to families via the Family Handbook, during the enrolment process.
- Fees payable will be based on either daily or weekly amounts.
- Families will be provided a minimum of 12 days' notice of changes to fees.
- The same fee will be charged to all families for equivalent care arrangements.
- An invoice statement of fees will be sent to parents/guardians weekly.

- Families are required to pay fees for attendance/sessions accrued from the previous week/fortnight. A dated receipt, in accordance with Australian Government Guidelines, will be provided from each payment.
- Families are required to pay fees on public holidays if the holiday falls on their regular booked day.
- Fee payment will be recorded according to Australian Government Guidelines. Families may also view details about their childcare usage and total fees charged and the fee reductions calculated by the Centrelink Office (FAO) on the 'View Child Care Attendance', online statement available through FAO website.
- Families should contact the Service to advise of their child's inability to attend as soon as this is known, i.e., holidays. Fees will still be required on the days the child would normally attend.

<i>Session</i>	<i>Operating Hours</i>	<i>Fees (before CCS)</i>
<i>Before School Care</i>	7:00am-8:30am	\$27.50
<i>After School Care</i>	2:50pm – 6:00pm	\$37.50
<i>Vacation Care/ Pupil Free Days</i>	8:00am – 5:30pm	\$95.00

Payment of fees

- Fees are paid via direct debit (DEBIT SUCCESS) through our accredited software provider, QIKKIDS.
- Fees are paid weekly/fortnightly and are debited on Tuesday from the nominated account.
- All OSHC childcare fees are to be paid to the centre, and account for account balance on Sunday before the billing date.
- Payments are paid weekly or fortnightly, this is as the discretion of the guardian completing the direct debit form.
- A copy of the payment dates is made available to families upon enrolment and upon request a dated receipt, in accordance with guidelines, will be provided for each payment and a statement of usage once a fortnight as per government requirements. (Child Care Provider Handbook)

Direct Debit (Debit Success)

- On enrolment, each family is required to complete and return the designated direct debit form.
- A once off establishment fee payment of \$2.20 will debited as an additional transaction on commencement of direct debit.
- Families have the option to be debited weekly or fortnightly.

- In signing the direct debit form, the account holder agrees to the following Terms & Conditions:
 - A surcharge amount (inc GST) at a rate listed below will be applied to the direct debit payment amount if the account holder nominates a payment method where a surcharge applies
Direct Debit (Bank Account): \$0.80
Credit Card (Visa/Mastercard): 2.14%
 - If a change is made to the nominated payment method listed in accordance with this agreement, a surcharge may apply to the updated payment method.
 - If a direct debit is returned as unpaid, the account holder acknowledges that a Default Fee may apply the next direct debit payment (currently up to \$19.95), in addition to any additional charges determined by the Service.

Child Care Subsidy (CCS)

- This Service will comply with the Australian Government Requirements to be an approved education and care service for the purposes of CCS; reporting requirements and any other requirements for claiming and administering CCS will be maintained by the Service.
- It is the family's responsibility to apply for Child Care Subsidy through Centrelink in MyGov. Upon receiving your application summary, families are provided a breakdown of their entitlement percentage and hours per fortnight.
- If you are aware or found to not be eligible for CCS, it is the responsibility of the family to notify the Service.
- Families who are not eligible for CCS, or do not wish to receive CCS, will be provided a Relevant Agreement that must be signed. Families will be charged full fees upon enrolment if they are not currently registered for CCS through Centrelink, not eligible for CCS or do not wish to receive CCS.
- Full fees will also be charged if Child Care Subsidy is suspended for any reason.
- Any changes in a family's financial circumstances may result in changes of cancellation of CCS. It is the family's responsibility to keep their details in MyGov current and contact the Centrelink office if they wish to dispute assessments or discuss it further.
- All documentation pertaining to CCS will be kept for the specified period of time and made available to Australian Government Officers on request.

[How to claim Child Care Subsidy - Child Care Subsidy - Services Australia](#)

Missed Bookings/Absences

- Families are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days, provided that the child would normally have attended on that day, and fees have been charged.

- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences.
- Full fees are required to be paid for public holidays, absent days, and holidays if a child is enrolled for care on the day they occur.
- No refund applies for missed regular bookings, including children away due to illness. Families must notify the office or Nominated Supervisor if their child is going to be away from the Service.
- Casual bookings can be cancelled with a minimum 24 hours' notice. Failure to provide notice will result in a charged absence for the session.

Changes/cancellations to regular bookings

- If a parent/guardian wishes to change or cancel a regular booking, the Service requires a minimum 14 days' notice.
- Families will be charged for the 14 days' notice period.

Late Collections

- Whenever possible the parent/guardian or authorised person collecting, should ring the service to advise they will be late to collect the child.
- A late collection fee of \$5 per 5 minutes, will be charged for each child not collected from the centre by closing time. Special circumstances such as an accident or vehicle break down, will be given consideration in relation to the administration of late collection fees.
- Due to staff considerations, when an authorised person is late to collect their child more than once, they will be required to meet with the Nominated Supervisor to discuss the matter. If the situation continues alternative care arrangements will need to be sought for the child.

Account records

- Records and documentation pertaining to Child Care Subsidy will be kept for the specified period and made available to the relevant Officers upon request.
- Details of an individual's account and all completed forms are confidential and stored according to the Privacy Act. Families may access their own records but notice to the Nominated Supervisor is required.

Overdue fees

Step 1 - Families with overdue fees will be encouraged to discuss any difficulties in meeting payments with the Nominated Supervisor. Suitable payment options can be arranged between the Nominated Supervisor, School Principal, and the person responsible for the account. All payment arrangement must be signed off by the Nominated Supervisor and School Principal.

Step 2 - If suitable payment arrangements are not made or the agreed arrangements are not kept, a written reminder will be issued after an account becomes declined twice.



Step 3 - If the account is still overdue or has declined after three times, a letter will be issued advising that the child's place may be cancelled if the account is not settled within one week. The account will be referred to the management committee.

Step 4 – The management committee (Nominated Supervisor, CEWA Consultant, Business Manager and School Principal) will revise the circumstances surrounding the outstanding debt, and decide if the child's place will be cancelled. A debt collector may be appointed to collect outstanding amounts.

References

Education and Care Services National Law (WA) Act 2012

https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtile_12929_homepage.html

Education and Care Services National Regulations

https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtile_12946_homepage.html

ACECQA

<https://www.acecqa.gov.au/>

Guide to the National Quality Framework

<https://www.acecqa.gov.au/nqf/about/guide>

Australian Government Department of Education Child Care Provider Handbook

<https://www.education.gov.au/child-care-package/child-care-provider-handbook>

Child Care Subsidy Secretary's Rules 2017

[Child Care Subsidy Secretary's Rules 2017 \(legislation.gov.au\)](https://www.legislation.gov.au/Child_Care_Subsidy_Secretary's_Rules_2017)

A New Tax System (Family Assistance) Act 1999

[A New Tax System \(Family Assistance\) Bill 1999 \(legislation.gov.au\)](https://www.legislation.gov.au/A_New_Tax_System_(Family_Assistance)_Bill_1999)

Family Law Act 1975

[Family Law Act 1975 \(legislation.gov.au\)](https://www.legislation.gov.au/Family_Law_Act_1975)

For more information, go to:

MyGov – www.centrelink.gov.au

Department of Human services: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

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