

# A – 6 Accounts Payable

## POLICY STATEMENT.

The purpose of this policy is to provide a clear set of guidelines for the payment and collection of fees which ensure the viability of the centre and the equitable and non-discriminatory application of fees.

We aim to provide a quality service that is affordable and competitive within the area. Fee levels will be set by management taking into account the centre's budget and expected expenditure for the upcoming year.

Federal government payments made to families to assist with the cost of child care include:

- Child Care Benefit
- Special Child Care Benefit
- Grandparent Child Care Benefit
- Job, Education & Training Child Care Fee Assistance (JET)
- Child Care Rebate

## CONSIDERATIONS.

Child Care Benefit (CCB)

Child care Rebate (CCR)

Privacy Act. 1988

Network of Community Activities.

Education And Care Services Regulations No. 168, 172 173

## PROCEDURE.

### *Setting Fee's*

Fees are set at the discretion of the Directors, having regard to budget and ensuring that sufficient income will be generated to operate the service at a continued high standard.

Fees will be reviewed each term based on demand for the service and ongoing operational costs.

### *Payment of Fee's*

All families using the centre are required to pay fees and all additional costs associated with the program.

Fees are to be paid for the days the child is booked into the centre, booked vacation care days, when the child is absent due to illness or family holidays and for public holidays that fall at the start, during or at the end of the school term. Families are entitled to up to 42 allowable absences per year, these allowable absences do not effect CCB. No fees are payable for the closure over the Christmas period.

Fees are to be paid by Direct Debit, fortnightly in advance. Rozelle OOSH uses the services of Ezidebit to ensure accurate accounting for the benefit of all families. Families have the option of payment by VISA, Mastercard, AMEX, Diners or by a nominated bank account. Fortnightly transaction fees are to be honoured by the parent. All families are required to return an Ezidebit

New families enrolling for out of school hours care are required to pay a \$150 deposit this is payable by cash, cheque or direct deposit.. This payment is deducted from the first fortnights fee's owed. It is at the management discretion to refund the deposit if care is no longer required.

Two weeks' notice in writing is to be given to the Co-ordinator for any changes to the days of care or cancellation of care. If the required notice period is not provided fees are to be paid for cancelled days.

The ROOSH Directors may, at their discretion, make alternative arrangements for payment of fees to meet individual requirements.

### *Confidentiality*

All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be made available to the nominated persons required to take action, for example, to initiate debt recovery.

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time. Information will be given in writing upon request.

All direct debit forms containing family bank account details will be stored securely on the premises.

### *Parent Entitlements for Fee Assistance*

Most Australian Families are eligible to receive Child Care Benefit. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCB applied to their account, families must first register with the family Assistance Office. In addition, the government provides an additional 50% tax rebate to families for out of pocket child care expenses via the Child care Rebate (CCR). CCR is paid fortnightly either to the family or the service. The service encourages families to authorize the CCR to be paid directly to the service.

The service will provide families with information relating to the Special Child care Benefit, Jobs Education and Training, and Grandparents Child care Benefit.

Parents must provide the centre with their Family Reference Number and Customer Reference Number and both the child's and registered parent's date of birth in order for the centre to be able to submit your child's attendance to the Family Assistance Office

All documentation pertaining to CCB are to be kept for the specified time and made available to Commonwealth Departmental Officers on request.

### *Overdue Fee's*

In the event that your account has insufficient funds available to pay fees, a failed fee payment of up to \$11.90 is payable to Ezidebit.

Parents are encouraged to discuss any difficulties they have in paying fees with the coordinator, to agree on a suitable arrangement for payment of fees and to discuss other avenues for financial support when required.

1<sup>st</sup> pay period overdue: Ezidebit will notify the service if insufficient funds were available. The service will notify the family so that arrangements can be made for a second attempt to retrieve funds.

2<sup>nd</sup> pay period overdue: The service will approach the family to discuss alternative fee payment options. If no arrangement can be reached care will be cancelled.

If the above procedures are not effective details of unpaid fees will be referred to a debt collection agency.

### *Late Collection Fee's*

The hours and days of operation of the service will be displayed prominently within the service. We suggest that you arrive at the service 5 minutes early to avoid being charged a late collection fee.

If your child is collected after 6:00pm you will be charged the current late fee of \$5 per minute. The second time your child is collected late you will be charged \$5 per minute and be issued with a written warning.

In the event of an emergency you will be required to call if you will be late  
Emergency- a serious situation or occurrence that happens unexpectedly and demands immediate attention.

The third time your child is collected late you will be charged \$5 per minute and issued with a final warning. Late collection warnings are based on a calendar year.

If a parent then continues to collect their child after 6pm, the Coordinator will discuss other options with them, and suitable arrangements made, or the child's place in the centre will be cancelled.

### *Non Notification*

A \$10 fee will be charged if the service is not notified that your child is not attending their booked session.

DATE ENDORSED- May 2016

DATE FOR REVIEW AND EVALUATION- November 2017

REVIEWED BY – Andrea & Susan