

COMMUNITY SERVICES #1



FEE AND ENROLMENT POLICY

AIM:

For families to have a clear understanding of the enrolment procedures, change of care requirements and the responsibilities of childcare fee payments.

IMPLEMENTATION:

Enrolment:

To enrol and secure a placement in the Centre families are required to:

1. Complete an enrolment form
 2. Pay a 2 week holding deposit
 3. Provide a copy of their child's Immunisation details
 4. Establish a method of payment for fees by completing relevant forms
 5. Complete a child's survey form
 6. Complete a Court Order form (if it applies)
- Upon enrolment Parents/Carers are required to pay a holding deposit (Bond) by the date specified in the letter of offer. This deposit represents two weeks of childcare fees and secures the families placement in the Centre as they are then considered a client of the Centre.
 - In consultation with the Director Parents/Carers are required to establish a method of payment for their fees. Direct debit or direct deposit is the preferred method of payment, however parents may establish other methods of payment such as salary sacrifice.
Parents/carers are required to notify the centre in writing that they are going to pay fees via this method, prior to commencing payments via salary sacrifice. They are also required to complete relevant forms relating to the salary sacrifice method.
Please Note:
If you wish Salary Sacrifice your fees (applicable at work based Centre's only), we advise that you seek Financial Advice particularly relating to the Family Assistance payments (CCB/CCR).
 - Parents/Carers will be given an orientation of the centre and a copy of the centre Prospectus including key policies.
 - Management will ensure that families are given information booklets with information regarding CCB and CCR.
 - As per the Australian Government Department of Education rulings, CCB and CCR are not paid for absences before the first day of care or after the last day of actual attendance at the service. Families will be charged full fees in these instances, as these absences do not attract CCB or CCR.
 - If families have not provided the Centre with their CRN numbers within one month of commencement families will be charged an administration fee of \$100.00
 - Families that need variances to Child Care Usage claim's that are already submitted will be charged an administration outlined in the table below:

Timeframe	Cost
1 -3 months	\$40.00
3 – 6 months	\$80.00
6 – 12 months	\$100.00
12 months and up	\$150.00

Change of care requirements:

- Acacia Children’s Education and Care Centre, Binara Early Childhood Centre, Birralee Education and Care Centre and Currawong Child Care Centre are required to give four weeks written notice (or payment in lieu), during operating hours, before reducing day/s of care.
- Forrest Early Childhood Centre, Fyshwick Early Childhood Centre and Narrabundah Children’s Cottage are required to give two weeks written notice (or payment in lieu), during operating hours, before reducing day/s of care.
- When additional days are offered /accepted, an additional holding deposit is required to secure the additional care requirements for the child/ren.
- After initial enrolment, if custody arrangements change the custodial parent is required to complete a new enrolment form and a Court Order form. Unless the custodial parent supplies the Centre with the court appointment documentation the Centre cannot comply with the parent’s request.
- Parents/carers are required to keep the centre informed of their child/ren’s care arrangements and should complete new forms/supply updated immunisation records (as listed above) as changes occur.
- Operating hours – Notices of changes to care requirements must be received within operating hours. Please note Christmas/New Year shut down periods are outside of operating hours.

Fee Payments:

- Invoicing is completed fortnightly and families are required to pay their fees by the Friday of the date of invoice.
- It is the parent’s responsibility to ensure that the payments are made in accordance with the Fee Policy as outlined.
- Parents will be made aware of what Family Assistance is available for families via the Parent Handbook and email from Family Assistance Office.
- The payment of childcare fees secures the child/ren position in the centre. Parents/carers failure to pay by the due date places their child’s position in jeopardy (please refer below)
- Payment is still required for any absences due to the child being ill, public holidays and annual leave day.
- Community Services #1 will not be held responsible for any dishonoured payments. Families are responsible for paying this fee, which will be reflected on your fee statement.
- Families who use the Direct Debit method for payments of fees who wish to stop payments indefinitely or for a particular cycle, or wish to increase or decrease the amount to be debited are required to send an email to the elc-accounts@communityservices1.org no later than the COB the Friday prior to when the Direct Debits are to be processed (Thursday of the week statements are sent).

Fees not paid by specified date:

- A verbal reminder or written notice will be issued if fees are not paid by the due date on the invoice.
- If a family is having difficulty paying their account by the specified date, they must advise the director as soon as possible (ideally before the payment is required) so suitable alternative arrangements can be made.
- If fees are not paid by the specified date or continually made late, parents/carers may forfeit their child/ren's position within the Centre.
- If parents/carers withdraw their child/ren from the centre (or have forfeited their care), and have outstanding fees, the holding deposit will be kept to offset the fees owing. Where fees owing are greater than the holding deposit, parent/carers are required to pay the remaining fees before finishing care or to make suitable alternative arrangements with the director.
- Non-payment of outstanding fees will be referred to a collection agency/small claims court.

Late Collection

- Parents/Carers are required to arrange to collect their children by the centres closing time.
- A late fee will be charged if the child/ren is not collected by the centre closing time. The late fee will be \$20 up to the first 5 minutes, and \$2 for every minute thereafter.
- If a child is not collected by closing time, staff will attempt to contact parents, if after 15 minutes parents have not been contacted, staff will attempt to contact the emergency contacts nominated on the enrolment forms.
- If after 30 minutes the parent/s or emergency contact has not been reached, the local Police Station will be contacted to arrange collection of the child/ren by Family Services.

Withdrawal from Care:

- Acacia Children's Education and Care Centre, Binara Early Childhood Centre, Birralee Education and Care Centre and Currawong Child Care Centre are required to give four weeks written notice (or payment in lieu), during operating hours, to cease the child's enrolment.
- Forrest Early Childhood Centre, Fyshwick Early Childhood Centre and Narrabundah Children's Cottage are required to give two weeks written notice (or payment in lieu), during operating hours, to cease the child's enrolment.
- Once the written notice has been given to the Director (as above), the two week holding deposit/bond is then transferred into the last two weeks of childcare fees to cover the notice period.
- If less than the required written notice period is given, the two week holding deposit/bond is kept as part-payment in lieu of the notice period and parents/carers are required to pay the remaining balance.

Withdrawal from Care: (Prior to the agreed commencement date)

- If a family has accepted the offer of a placement, then decides to withdraw from care before the agreed commencement date, the written notice period applies (as above).
- If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit/bond is payable to the centre and is non-refundable.

CONTINUED MONITORING AND IMPROVEMENT

Will occur through:

- Incidental and planned annual consultation with parents/carers.
- Management accessing current relevant information.
- Management and educators accessing current and relevant training