



Payment of Fees Policy

Remote & Isolated Children's Exercise	
Version:	1.2
Review Date:	22/03/23
Next Review Date:	March 2024

Payment of Fees Policy

Purpose

For parents to gain a clear understanding of the RICE fee structure ensuring children's fees are paid on time and that there are consequences for failure to pay fees on time.

Scope

This policy applies to management and families of RICE.

Implementation

General Fees

Outback Creche

- Outback Creche fees are charged daily and vary depending on the Child Care Subsidy (which replaced the Child Care Benefit and Child Care Rebate in 2018). The Child Care Subsidy will be paid directly to the Service.
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:
 1. The age of the child (must be 13 years or under and not attending secondary school),
 2. The child meeting immunisation requirements,
 3. The individual, or their partners, meeting the residency requirements.
- Families level of Child Care Subsidy will be determined by:
 1. Combined family income,
 2. Activity level of parents,
 3. Type of child care Service.
- **It is the responsibility of families to make the Child Care Subsidy claim, however RICE is able to provide information to assist this process.**



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- **Parents not eligible for CCS may still use the service however will be charged the full fee.**
- Fees are to be paid arrears for all enrolments.
- Fees are payable for every day that a child is enrolled in Outback Childcare Creche Services. This includes pupil free days, sick days, and family holidays but excludes periods when RICE is closed. Families are allowed 42 Allowable Absences days per financial year so will still receive the CCS for those days.
- Fees are charged at full or half days only (regardless of the actual attendance hours on any day).
- Casual bookings may be offered to families if available. If a casual enrolment is approved these bookings will need to be made by 4pm Wednesday.

Preschool Fees

- Preschool Fees are to be paid annually, OR for mid-year enrolments prior to day 1 of term 3 of the year the child is commencing Preschool.
- You must be a financial member to be eligible to access the RICE Preschool service.
- Fees are to be paid arrears for all enrolments.
- Preschool fees are processed via the RICE website and must be paid before children are able to participate in the Preschool Program.

Payment of fees

- Fees can be paid by bank transfer or the Xplor direct debit system.
- Outback Creche Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- A dishonour fee will apply for direct debit transactions Initiated via Xplor, where there are insufficient funds to cover the fees.



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Financial Difficulties

- If a family is experiencing financial difficulties, a suitable instalment payment plan may be arranged with authorisation of the approved provider.

Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter (see **APPENDIX**) with payment plan information will be issued after one week and then again after two weeks if the fees are still outstanding. A child's enrolment will be terminated if payment has not been made after three weeks, for which the family will receive a final letter. At this time RICE will initiate its debt collection process, following privacy and conditional requirements.

Late Pick up fees

- RICE is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Educators will be required to stay behind and supervise them. To cover this, a late collection fee of \$10.00 for the first fifteen (15) minutes from 3.15 pm and \$1.00 every minute thereafter will be charged, this will not be included in CCS.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

Change of Fees

- Fees are subject to change at any time provided a minimum of two weeks written notice is given to all families.

Termination of Enrolment for Outback childcare

- Parents are to provide two weeks written notice of their intention to withdraw a child from the centre.



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- If termination from the Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged. Consideration may be given in specific circumstances; this will be at the discretion of the Director.

Responsibility of Management

- The Director and Administration Assistant are responsible for the billing and follow up of fees.
- Should families wish to discuss fees, they will need to speak to the Director.

Source

Guide to the National Quality Standard. (2017).

Revised National Quality Standard. (2018)

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

RELATED POLICIES



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Arrival and Departure Policy
Enrolment and Attendance Policy

Privacy and Confidentiality Policy

APPENDIX

Outstanding Fee – First Reminder

<Insert
date>

<Insert name>

<Insert address>

RE: OUTSTANDING ACCOUNT

Dear <Insert name>,

This is a reminder that your account balance of \$<Insert Amount> was overdue as of <Insert Date>. Enclosed is a statement of account for your reference.



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Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

<Insert name>

<Insert position>

Outstanding Fee – Second Reminder

<Insert date>

<Insert name>

<Insert address>

RE: SECOND REMINDER - OUTSTANDING ACCOUNT

Dear <Insert name>,

We wrote to you recently reminding you of the outstanding amount of \$<Insert amount> for <Insert account number/s>, but it appears to remain unpaid.

If you have any queries regarding its payment or if we can help you in any way please call. If not, please organise for settlement of this account immediately.

If payment has recently been made, please accept our thanks and ignore this reminder.



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Regards

<Insert name>

<Insert position>

Outstanding Fee – Final Reminder

<Insert date>

<Insert name>

<Insert address>

RE: FINAL REMINDER - OUTSTANDING ACCOUNT

Dear <Insert name>,

We have recently sent you two letters to remind you that the balance of \$<Insert amount> was overdue.

We ask again that if you have any queries or are not able to make full payment immediately to please contact us.

If neither of the above applies to your situation please organise for the settlement of the remaining balance by <Insert due date>.



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Payment of your account has now well exceeded our normal credit facility: Should your fees remain unpaid by the advised date your position at our Service will be terminated and your account transferred to our Debt Collection Agency, who will implement strategies to recover the debt owed to the Service.

Regards

<Insert name>

<Insert position>