



Child Care – Payment of Fees Policy and Procedure

Blackburn North Neighbourhood House - Inc A0009540J

POLICY:

Blackburn North Neighbourhood House (BNNH) is committed to providing quality, affordable and equitable childcare. Every effort will be made to keep the early learning fees to a minimum.

Payment of Accounts

Families are invoiced at the end of each month. You will be advised what your payable fee is after taking into account;

- Any application of the Government Child Care Subsidy at your child's initial enrolment.
- At the commencement of each year.
- At any change of enrolment.
- Whenever fees are amended at the Centre.
- Whenever your Child Care Subsidy changes.

The Government Child Care Subsidy is paid direct to the Centre and will be offset against the Centre's fees.

Procedure for Payment of Fees

All fees are to be paid as specified below, unless alternative arrangements are approved by the House Manager. For regular continuous bookings, fees must be paid upon invoice or on a fortnightly basis.

Options for payment of fees include:

- Direct Debit.
- EFTPOS (for debit or credit cards).
- Cheque
- Cash.

Late Fees

This fee applies to people who are late collecting a child or children from child care. The current rate is as follows:

- \$2.50 for the first 5 minutes parents/carers are late.
- \$1.00 for each minute after the first 5 minutes.
- Parents/carers will be given a verbal warning in the first instance.
- In addition, Department of Education registration conditions clearly stipulate that Blackburn North Neighbourhood House Inc. is licenced to mind children for one five-hour period in any one day.
- If a parent/carer has a concern with this issue they may speak directly to the Manager.

Non-Payment of fees

Failure to pay fees in the time stipulated, or if the outstanding amount reaches \$300 will result in the following action by the House:

- A emailed reminder from the Manager requesting payment within five (5) business days from the date of the email.

If no payment is received within the five (5) business day extension period, or no satisfactory payment arrangement made between the parent(s) and the House, the parent(s) will be sent a formal letter (sent Registered Mail) advising them that their child or children may not be permitted to continue childcare until such time as the outstanding fees are paid in full.

However, we recognise that for some families in our community the financial cost of care can be a barrier to accessing our service. Anyone experiencing financial difficulty is encouraged to discuss the matter with the House Manager.

In the case of ongoing financial difficulty, a fee payment schedule may be an option, but any such arrangement must be agreed to by the House Manager.

The details of any resulting arrangement will be put in writing and signed by the parent(s) of the child/children and the House Manager on behalf of BNNH.

Any discussions and subsequent financial arrangement regarding payment of fees will be strictly confidential.

The House reserves the right to take whatever collection action it deems necessary for fees that remain unpaid after the email reminders and formal letter, and where a suitable payment arrangement has not been negotiated.

Variations to days

From time to time your family's childcare needs may change, either temporarily or permanently, and therefore, we understand that you need a flexible Childcare service that is responsive to your family's changing needs. With your assistance, the Manager can co-ordinate the changing needs of families to better respond to individual requests for additional care, and to enable permanent changes to bookings to take place smoothly within Childcare. You will understand that due to our high utilisation of Childcare places we cannot always accommodate all requests; however, we have a commitment to providing you with a flexible and responsive service, so you can be confident that we make every effort to do so. To assist us in responding to your and other families' needs, please direct any notification of temporary or permanent cancellation of care, requests for additional care or forthcoming changes to your child's attendances to the Manager as early as possible.

Absences

If a child is ill on the morning they are due to attend, parents/guardians are asked to ring before 9:00am and leave a message.

Cancelling care

Should you require to cancel your child's care, two weeks notice in writing must be given during which time normal fees will apply. Failing this, a cancellation fee equivalent to the cost of two weeks care will be charged to your final account. If your child does not attend child care for more than two consecutive weeks without any notice to the Manager, then your booking will be automatically cancelled, and your child's place will be offered to another family on our waiting list.

Relevant Legislation:

- Education and Care Services National Regulations (Regulation 168).
- National Quality Standard 7.

Adopted by the Committee of Governance

Signature:	
Name:	Elissa Nguyen
Position:	Chair
Date:	6/4/2023
Review Date:	