

FAMILIES - PAYMENT OF FEES

POLICY

The Scheme will establish, explain and collect parent fees in a manner that meets all financial, confidentiality and business practice requirements. The process of collection, eg whether payment is made at the Coordination Unit or direct to educators may be changed, subject to government requirements and scheme agreement. Parents will be informed of any change to the process or fee rates in a timely manner.

PROCEDURE

1. Parents must sign all timesheets to verify hours of care.
2. Payment to educator will not be made until timesheets are signed.
3. After timesheets are processed, an account is forwarded fortnightly to families. Any Child Care subsidy will have been deducted if applicable and the account will show the full amount due and payable as a Gap fee.
4. All accounts are due and payable within 5 days, or by arrangement with the Coordination Unit.
5. The preferred method for payments of fees is Direct Debit, where the Administration Assistant can provide the appropriate authorisation forms to be filled and signed. You can pay either in person by EFTPOS, by direct bank transfer or direct debit according to details provided by the office.
6. Cash payments will not be accepted at the office.
7. Receipts will be issued upon receipt of payment..
8. If the account remains unpaid, contact is made asking for payment (within 14 days). Care may be withdrawn for non-payment of accounts.
9. Legal action may be instituted for the outstanding fee. The outstanding care cost plus legal/recovery costs will be sought.
10. All fees are subject to increase. Family Day Care staff and educators will endeavour to give sufficient notification of any change that may arise.
11. Parents with account queries must present invoices and receipts to the office. Any discrepancy in accounts will be finalised within 5 working days.

Source: Mt Alexander FDC handbook
National Law, Regulations and Standards (ACECQA 2011) 168 (2)(n)
DEEWR CCMSChildren's Services Guide

Reviewed September 2005/June 2006/Aug 2008, July 2009, July 2012, March 2013, August 2018