# FEE PAYMENT POLICY

<table>
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<th><strong>Rationale</strong></th>
<th>To be financially viable to enable Campus Life Children’s Services to provide high quality early education and care for children.</th>
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<td><strong>Aim</strong></td>
<td>To ensure that practices relevant to fees and charges are clear, transparent and consistent.</td>
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<td><strong>Scope</strong></td>
<td>All Campus Life Children’s Services</td>
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| **Definitions** | A fee is defined as an amount of money charged for providing a service. For the purpose of this Policy a fee is the amount of money charged by the Centre to the parent for providing education and care for their child/ren.  
A parent is defined as someone who has legal responsibility for a child. This may be a natural parent (through birth) or a legal guardian (legally appointed) but does not include a parent who is prohibited by a court order from having contact with the child. |
| **Key Strategies** | **All Services**  
**HubWorks!**  
Families will be provided with online access to Hubworks, the software program utilised by Children’s Services to manage bookings and process fees. This will provide families with capacity to view and print their invoices and receipts and to update their enrolment details. A guide to accessing HubWorks is provided to families upon enrolment and is also available from the Children’s Services website.  
**Invoices, Statements and Receipts**  
Once families have been provided with their HubWorks log-in details they will be able to view and print their invoices, statements and receipts. Occasionally, families may be emailed their invoice, statement or receipt but generally families will be required to access these independently.  
**Fee Assistance**  
All Campus Life Children’s Services are Approved Services so families may be eligible to receive assistance from the Commonwealth Government towards the cost of fees. This may include Child Care Benefit (CCB), Child Care Rebate (CCR), and/or Job Education and Training Child Care Assistance (JET). It is the responsibility of parents to determine their eligibility and to apply for this assistance as well as to be familiar with the |
requirements and specifications of each benefit. Please see www.familyassist.gov.au for more information.

Parent Status
The fee charged is based on the status of at least one of the parent/guardians of the child. The categories are:
- Current Macquarie University Students enrolled in an award course
- Current Macquarie University Staff employed full or part time on a permanent/on-going basis or for a minimum 12 month contract
- Community/Designated Entity Partners
Parents are required to advise the Centre if their status changes to ensure the correct fee is charged. Where necessary, fees will be backdated to the commencement of the status change.

Banksia and Gumnut Cottages
The forms of payment accepted at Banksia and Gumnut Cottages are:
- Direct debit from bank account
- Direct debit via credit card authority
- Salary Sacrifice for Macquarie University/Campus Life/Access Macquarie/MGSM employees
- Payroll deduction for Macquarie University/Campus Life/Access Macquarie/MGSM employees

Enrolment Patterns
Families are offered care on a permanent basis; days of care offered will remain the same each week. Children can attend between one and five days per week.

Fees are not charged when the centre is not operational, including for Public Holidays, Child Free Days, or the nominated closedown period in December/January. Fees are charged for permanent days booked irrespective of attendance, hence fees are charged during absences for family holidays, sick days etc.

Fees are charged for the whole day, regardless of the hours of attendance.

Families are encouraged to speak with the Centre Manager if they have any difficulty paying fees.

Fee Schedule
Families are provided with a Fee Schedule and Direct Debit Schedule upon enrolment. Four weeks' notice of any changes to fees or fee payment systems is provided to families.

Bond Payment
A bond payment equivalent to five days fees is required to confirm the parent’s acceptance of enrolment at either Banksia or Gumnut Cottage.
The bond must be paid in full prior to the commencement date; no child will be able to start care without receipt of bond payment, including payment of the difference between the current fee and the following year fee if applicable.

The bond is credited to the family account upon provision of four weeks’ notice in writing. The bond is non-refundable if you choose to withdraw your acceptance of enrolment offer prior to your child’s first day at the service.

**Salary Sacrifice Fee Payment**
Staff members of Macquarie University may be eligible to pay their child care fees through Salary Sacrifice from their pre-tax income. An information sheet about Salary Sacrifice is provided to families upon enrolment.

Campus Life Children’s Services do not give any advice regarding Salary Sacrifice. It is recommended that families read the information sheet and seek independent financial advice regarding this arrangement and/or speak to their own HR department.

All enquiries regarding Salary Sacrifice must be directed to your employer. It remains the responsibility of the staff member to advise HR of any changes in regards to Salary Sacrifice.

Salary Sacrifice payments must remain two weeks in advance.

**Fee Assistance**
The Child Care Benefit and Child Care Rebate can only be paid from the first day that the child attends care until the last day that the child attends care. Full fees are charged if the centre holds a position for a family before they commence care or if they stop attending prior to the end of the withdrawal notice period.

**Withdrawal from Care/ Change in Booked Days**
Four weeks’ notice in writing is required to withdraw a child from the centre or to change a child’s booked days. The Office Administrator can provide the correct forms upon request. Note that Public Holidays and the two week closedown period in December/January cannot be counted in the notice period.

Additional casual days can be booked by enrolled families where a vacancy exists. Casual days and permanent changes regarding attendance will depend on availability and the centre’s obligations to meet licensing and operational requirements.

**Late Collection of a Child**
An additional charge will apply to all families who pick up their child after the program has closed. This fee is specified on the Fee Schedule provided to families upon enrolment.

**Overdue Fees**
Families are expected to pay fees two weeks in advance. If fee
payments fall into arrears, parents will be asked to bring the account up to date immediately. Any failed payment by direct debit, whether due to insufficient funds or incorrect account/card details (eg expired credit cards), will result in a $30 late payment fee which will be charged in the next billing cycle.

Campus Life has a written procedure for recovery of outstanding debts which is provided to families on enrolment and is also available on the Children's Services website.

Families experiencing financial hardship are asked to make an appointment to speak to the Centre Manager to discuss payment options. This may include arrangements for a short term payment plan.

Fee Credits
With the exception of a child who has withdrawn from the centre, any credits will automatically be offset against future debits in HubWorks until the credit has been exhausted.

If the child has withdrawn from the centre then any credit owing is refunded to the family no earlier than one week after the child’s last day to allow for the final Child Care Management System reconciliation to take place.

If a family pays via Salary Sacrifice and a fee credit exists, adjustments must be made by the family to the salary sacrifice approved amounts until the credit is fully allocated. Any outstanding credits will be refunded to the employer and cannot be refunded directly to the family.

Vacation Care
The payment options at Vacation Care are:

- Direct debit from bank account
- Direct debit via credit card authority

Bookings
Bookings open for Vacation Care at least three weeks prior to the commencement of the gazetted holiday period. All bookings must be paid for prior to the child attending Vacation Care.

Information about the booking and payment process is available on the Children’s Services website.

Any failed payment by direct debit, including through bank account or credit card, will result in a $30 late payment fee which will be charged in the next billing cycle.

Campus Life has a written procedure for recovery of outstanding debts which is provided to families on enrolment and is also available on the Children's Services website.
Fee Schedule
A Fee Schedule for Vacation Care is available on the Children’s Services website.

Withdrawal from Care/ Change in Booked Days
Due to the short term nature of Vacation Care, no refunds will be provided for change in days or withdrawal from care unless in exceptional circumstances. It is at the discretion of the Children’s Services Manager to approve any refunds that may be requested.

Late Collection of a Child
An additional charge will apply to all families who pick up their child after the program has closed. This fee is specified on the Fee Schedule available to families on the Children’s Services website.

Excursion/Incursion Fee
In addition to the daily fee, families will receive an additional charge for Incursions/Excursions that are held on the day/s their child attends. These charges are identified on the Vacation Care Program released prior to each holiday period. The Child Care Benefit and Child Care Rebate are not applied to the Excursion/Incursion Fee.

Evaluation
Families pay fees on time, and collect children on time.

NQS Reference
Education and Care Services National Regulations 2011: 168 (n), 172
National Quality Standard: 7.3, Elements: 7.3.2

References
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
www.familyassist.gov.au
www.mychild.gov.au
Community Childcare Coop – Sample Policy – Fees

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<th>Date Approved</th>
<th>October 2012</th>
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<tbody>
<tr>
<td>Signature</td>
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<tr>
<td>Approval Authority</td>
<td>CEO of U@MQ Limited</td>
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<td>Date of Commencement</td>
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<tr>
<td>Amendment Dates</td>
<td>August 2013, August 2014</td>
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<td>Date for Next Review</td>
<td>August 2015</td>
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| Related Policies, Work Instructions, Forms or Manuals | Late Collection of Child Form
Enrolment Form
Debt Collection Procedure |
| Policies/Rules Superseded by this Policy |