



FEE PAYMENT

Purpose	<p>To ensure that practices relevant to fees and charges are clear, transparent and consistent and support Children's Services to be financially viable.</p>
Overview	<p>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.</p> <p>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.</p>
Scope	<p>All Children's Services</p>
The Policy	<p>Families will be provided with online access to Hubworks, the software program utilised by Children's Services that manages bookings and processes fees. This will provide families with capacity to view and print their account 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.</p> <p>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.</p> <p>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).</p> <p>It is the responsibility of parents to determine their eligibility, to apply for this assistance, and to be familiar with the requirements and specifications of each benefit.</p> <p>Please visit www.mychild.gov.au and also refer to CS-00022 Fee Assistance Quick Guide for more information about the CCB/CCR/JET.</p>

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 applicable, fees will be backdated to the commencement of the status change. Where both parents are different status, the status with the lowest fee will be applied.

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.

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.

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 when the centre is operational 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.

Bond Payment

A bond payment equivalent to five days full 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.

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 unless four weeks' notice in writing is provided.

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. As the employer is responsible for fee payment through salary sacrifice, parents are not eligible to claim the CCB or CCR at the same time.

All enquiries regarding Salary Sacrifice must be directed to the employer, ie HR. 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. Families are required to check their Hubworks account regularly and to advise HR if any changes to payments are required. The centre will also reconcile accounts paid via Salary Sacrifice twice per year and inform families of any discrepancies.

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

Payroll Deduction Fee Payment

Staff members of Macquarie University may be eligible to pay their child care fees through payroll deduction from their post-tax income. As the parent is responsible for fee payment through a payroll deduction, they may also be eligible to claim the CCB or CCR at the same time.

All enquiries regarding Payroll Deduction must be directed to the employer, ie HR. It remains the responsibility of the staff member to advise HR of any changes in regards to Payroll Deduction.

Payroll Deduction payments must remain two weeks in advance. Families are required to check their Hubworks account regularly and to advise HR if any changes to payments are required. The centre will also reconcile accounts paid via Payroll Deduction twice per year and inform families of any discrepancies.

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. Normal fees will be charged for any casual day bookings.

Late Collection of a Child

An additional charge will apply to families who pick up their child after the program has closed. This fee is \$15 for the first 15 minutes or part thereof after closing and then an additional \$30 for every subsequent 15 minutes or part thereof. The family will be made aware of the charge on the day of the late collection and the amount will be added to the next account.

Rejected Fee Payments

Hubworks provides the centres with a 'rejection advice' when payments cannot be processed, generally due to insufficient funds or incorrect bank/card details.

Families will be informed by the centre when a rejection advice applies to their account and asked to correct the problem. The account will be updated to include the applicable rejection fee charged by Hubdebit and the payment processed as soon as possible.

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 within five (5) business days of notification. If a subsequent payment has not been made or a payment plan put in place within this period then the late fee payment of \$30.00 will be applied.

Campus Life has a written procedure for recovery of outstanding debts which is provided to families on enrolment and is also available from the centre on request.

Families experiencing financial hardship are asked to make an appointment to speak to the Centre Manager to discuss payment options, preferably before the debt becomes unmanageable. 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, where possible adjustments must be made by the family to the salary

sacrifice approved amounts until the credit is fully allocated. Any outstanding credits in place once the child leaves the centre will be refunded to the employer and cannot be refunded directly to the family.

If a family pays by Payroll Deduction and a fee credit exists, where possible adjustments must be made by the family to the payroll deduction amount until the credit is fully allocated. Any outstanding credits in place once the child leaves the centre will be refunded 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.

Fee Schedule

The 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, generally 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 families who pick up their child after the program has closed. This fee is \$15 for the first 15 minutes or part thereof after closing and then an additional \$30 for every subsequent 15 minutes or part thereof. The family will be made aware of the charge on the day of the late collection and the amount will be added to the next account.

Rejected Fee Payments

Hubworks provides the centres with a 'rejection advice' when payments cannot be processed, generally due to insufficient funds or incorrect bank/card details.

Families will be informed by the centre when a rejection advice applies to their account and asked to correct the problem. The account will be updated to include the applicable rejection fee charged by Hubdebit and the payment processed as soon as possible.

	<p>Overdue Fees Families are expected to pay fees in advance or as soon as is practicable after making the booking. If fee payments fall into arrears, parents will be asked to bring the account up to date immediately within five (5) business days of notification. If a subsequent payment has not been made or a payment plan put in place within this period then the late fee payment of \$30.00 will be applied.</p> <p>Campus Life has a written procedure for recovery of outstanding debts which is available on the Children's Services website and from the centre upon request.</p> <p>Fee Credits Parents will be given the option to either automatically offset any fee credits against future debits in HubWorks until the credit has been exhausted, or to receive a refund to their credit card.</p> <p>Excursion/Incursion Fee In addition to the daily fee, families may incur 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 CCB and CCR are not applied to the Excursion/Incursion Fee.</p>
Keywords	Fees; debt recovery; late fees; CCB; CCR; Hubworks

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Signature	
Approval Authority	CEO of U@MQ Limited
Date of Commencement	
Amendment Dates	August 2013; August 2014; June 2015
Date for Next Review	June 2016
Related Policies, Work Instructions, Forms or Manuals	National Quality Standard: QA 7 CS-0003 Debt Recovery Procedure CS-0022 Fee Assistance Quick Guide
Policies/Rules Superseded by this Policy	CS-0027A and B and C CS-0003A