

River Street Early Learning Centre

Fees Policy

Policy

To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times.

Prompt payment of fees allows us to plan with certainty. We have a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. Our service will advocate with governments for all children's right to access early education and care regardless of their family's financial situation.

Procedure

- Fees are reviewed yearly at the end of each financial year unless an unforeseen change in staff wages or federal funding occurs.
- We will ensure all families are made aware of the services fees and subsidies on enrolments as well as this Fee policy.
- We will give families 4 weeks' notice to any fee rise.
- **A bond equivalent of two weeks full fees is required to secure your child's position at River Street Early Learning Centre. For parents/guardians who pay via direct debit this bond will be debited from your account and for parents who pay via direct deposit payment must be received prior to your child's first day at our service**
Your first week's fees (Total 3 week's fees) must be paid prior to your child's start date.

We have the following payment options:

Direct debit

Direct deposit

Debit and credit card accepted online

Debit and credit card accepted in house

- Statements are sent directly to parent's on a weekly basis via email to ensure parents are fully informed on their payments and their number of absent days taken
- Direct Debit is set up for all families to ensure that payment does not fall behind
- A late fee of \$20.00 per every 10 minutes is charged when parents fail to pick up their children by closing time so that we encourage on time pick-ups.

Fee Policy

- We will follow legal requirements required at all times to ensure our continued access to government funding
- Families are required to pay for any booked day of care that falls on a public holiday.
- Any fees outstanding must be paid in full prior to the end of each year.
- If your account falls more than 2 weeks behind in payment your care may be cancelled immediately.
- A minimum of 2 weeks' written notice must be given when withdrawing a child from River street early learning centre at the upon receiving the all childcare fees due the 2 weeks bond will be refunded into your nominated bank account within 5 working days.

Debit Recovery

Outstanding fees will be recouped in the following manner:

5 days after the last payment was made, or last care offered, an invoice will be sent to parent/guardian requesting payment of outstanding fees within 7 days, or contact made with the centre to arrange a payment plan. At this point no additional care will be offered to the family.

If the account remains outstanding, at the end of the 7 days a second notice will be sent stating that failure to pay or commence a formal payment plan in the next 14 days will result in debt recovery action through the Sheriff's Office (or debt recovery agency). Recovery costs incurred as a result of this will be the parent's responsibility. At the end of this period, a copy of the invoice for care, along with parent contact details is to be taken to the local Sheriff's Office (or debt recovery agency) and action commenced to recover the amount outstanding.

River Street Early Learning Centre understands the financial hardship which is experienced from time to time, and will assess deferred payments on a case by case basis. The director is responsible for assessing each individual case for approval.

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