

## Payment of Fees

### **Legislation and Government requirement:**

Education and Care Service National Law (WA) 2012: 175, 301

Education and Care Service National Regulation 2012: 158; 168; 172

Guidelines for payment of fees: Child Care Service Handbook:

<http://www.education.gov.au/child-care-service-handbook>

Privacy Act 1988: [www.privacy.gov.au/act/index.html](http://www.privacy.gov.au/act/index.html)

A New Tax System (Family Assistance) Act 2000:

<https://education.gov.au/family-assistance-law>

Family Assistance Office – [www.familyassist.gov.au](http://www.familyassist.gov.au)

### **Policy Statement:**

*Unicare aims to provide a quality education and care service at an affordable price to families eligible to attend under the Australian Government Priority of Access Guidelines.*

*Fee levels will be set by the approved provider each year on completion of the annual budget and according to the Service's required income in order to provide quality education and care.*

### **Strategies for implementation:**

- The Executive Director and Management Committee will determine the required fee level to meet budget prediction for the next year. Families will be given at least two weeks notice of any fee increase.
- During the enrolment process fee payments will be explained to families.
- Families pay for a place and may elect either a full-time or part-time position. The minimum number of days is 2 however if a child has attended the service for 1 year or more and is going to 'Kindy' then a one day position may be elected. Where a public holiday falls on the child's nominated day of care fees apply. Unicare is open for 3 public holidays per year in accordance with UWA.
- Fees are to be paid to Unicare, two weeks in advance. A dated receipt, in accordance with Australian Government Guidelines, will be provided for each payment.
- Details of an individual's account and all completed forms kept by Unicare will be confidential and stored appropriately. Individual families may access their own account records at any time. Particulars of fees will be available in writing to parents upon request

- Fee payment will be recorded according to Australian Government Guidelines.
- Families should contact Unicare to advise of their child's inability to attend as soon as this is known. Payment of fees for the days the child usually attends are payable.
- Two weeks' notice for change of days or cancellation of position is required.
- Unicare will comply with the Australian Governments requirements to be an approved education and care service for the purpose of Child Care Benefit (CCB). The online Child Care Management Systems (CCMS) reporting requirements and any other requirements for claiming and administering CCB will be maintained by the Service.
- **It is the parent/guardian's responsibility to complete and lodge their CCB application with the Family Assistance Office (FAO).** Child Care Benefit cannot be deducted from their fees until the Assessment Notice from the Family Assistance Office is received by the Service. CCB will be deducted from the family's fees within 14 of the service being notified of the amount via CCMS.
- Families seeking Child Care Benefit for the first time will be required to meet the Australian Government's immunisation requirements. The Service will provide information to these families in regard to this requirement.
- **Families will only be eligible for Child Care Benefit if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult, and other eligibility requirements are met.**
- Families are eligible to CCB for 42 days allowable absences per financial year in line with Australian Government guidelines. Supporting documentation is required to claim additional absences.
- All records pertaining to CCB will be kept for three years after the last date on which the child was educated at the service and made available to government officers on request.
- Employees responsible for implementation of CCMS and reporting CCB payment procedures will be effectively trained. Educators may have basic knowledge but refer specific queries to the administration team.
- Unicare aims to keep all families informed with regard to CCB and will advise new and existing families of any requirements and changes.

### **Overdue Fees**

- Families with overdue fees are encouraged to contact the Service to discuss any difficulties in meeting payments and make suitable arrangements to pay. If this is not done or the agreed arrangements not kept the following procedure will apply:
  - Two weeks in arrears a letter of notification advising that the place may be cancelled if payment is not made or a satisfactory payment plan is in place. The letter will encourage families to contact the Service to discuss any payment difficulties.
  - After three weeks if no arrangements have been made and kept the place will be cancelled.
  - Unicare may engage the services of a debt collection agency in order to recoup monies lost.

### **Late Collection Fees**

- Wherever possible families must contact the service to advise they will be late to collect their child.
- A late collection fee of \$100 will be charged to families for each child not collected at closing time.
- The fee charge for late collections is determined by:
  - The Service's need to recoup expenses incurred in employee overtime wages.
  - The need to deter families from making a habit of late collections
  - Special circumstances i.e. traffic accident or vehicle breakdown may be given consideration in relation to the administration of late fees.
- When a family is consistently late at the Service to collect their child the Nominated Supervisor will discuss with them alternative education and care options.