



Fee and Debt Management Policy

Regulations 168 (2)(n)

National Quality Standard 7.3

Failure to comply with Kozy Kids fee policy will jeopardise your child's placement at the Early Learning Service. By taking a place at the service and signing the enrolment form you are agreeing to abide by the services policies and procedures

Enrolment Fee \$50.00 (non-refundable)

This is payable ONLY when offered a place at the service and will cover the costs of enrolment pack and admin fees.

Fees are as follows:

\$116 per day

\$555 Full Time/week; or

\$121 Casual Care days for enrolled children

Late collection fee \$5.00 per minute

Procedure

- Fees are payable for **ALL** days booked, including any absences due to illness, holidays or public holidays. In order to receive Child Care Subsidy (CCS) for absences, parents are required to sign the absence. Families booking casual days will be charged for the casual day unless they cancel the booking **by 8am** on the day of the casual booking.
- **CHILD CARE SUBSIDY** is available for those who are eligible. To qualify for this benefit, families must lodge an application form with the Family Assistance Office. This should be done prior to enrolment to ensure benefits can be applied to the child's account from the day they start. It is the parent's responsibility to ensure that their entitlements remain current. In the event that reductions are not applicable you will be liable for the full fee.
- **HOLIDAYS** 50% discount is available for up to 2 weeks of absence within a financial year and can be taken in individual days but not backdated. The amount of discount days available to each family is based upon the number of permanent days their child attends each week and doubled. I.e. a child that attends one day a week is eligible for two days of holiday rate, a child that attends three days a week is eligible for six days of holiday rate. Please note that the holiday rate will only apply if the families account is up to date.
- **METHOD OF PAYMENT** is by direct debit from bank or credit account (please note direct debit from credit card may be liable for a surcharge fee). **NO CASH will be accepted**
- All fees need to be up to date by 4pm on Friday.
- **ENROLMENT FEE** is payable on starting at the service and an enrolment pack will be provided.
- **BOND** is 2 weeks of your fees that will be held separate to your account and used to pay toward fees owing in the final two weeks of care (the required notice of cancellation time)
- **CANCELLATION OF CARE** – The service maintains the right to cancel care for any child/ children without notice if parent's/guardians fail to comply with the services Policies and Procedures. Should the Parent/Legal Guardian wish to cancel their child's care they **must provide 2 weeks' notice in writing.**
- **ALLOWABLE ABSENCES**
Please note: each child is entitled to 42 Allowable Absences in a financial year. Once all 42 absences have been used, CCS will no longer apply on the days the child is absent from the service and the family will be responsible for paying the full fee rate

The only time the CCS will be payable after 42 absences (as noted by Centrelink) is if supporting documentation is provided for those absent days - contact Centrelink for details.

Please note: Legislation states that a child must attend their last day of care in order to receive their CCS. Any last day absences will be charged at full fee. For more information, please contact the Department of Human Services (formerly Family Assistance Office)

- **DEBTS**

If you are unable to settle the account, it is your responsibility to approach the nominated supervisor/ Director and make special arrangements to pay off the relevant amount by way of a payment plan

- **OVERDUE FEES**

Parents/ Guardians with overdue fees will be encouraged by the nominated supervisor / Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay the bill. If the agreed arrangements are not kept, the following procedure will apply: –

- After one week overdue a polite written reminder will be forwarded to the parent/guardian
- after two weeks overdue a letter advising that the place may be cancelled if the account remains unpaid after three weeks. This letter will once again stress the importance of discussing suitable arrangements with the nominated supervisor/ Director to pay the bill
- After three weeks overdue if no arrangements to pay the bill have been made or kept, the child's place at the service will be cancelled

- **LATE COLLECTION FEES** – Should a parent/legal guardian/authorised nominee collect their child after the services closing time, a late fee will be applied. This fee is to cover the costs of the educators having to provide care above their rostered hours

- **PAYMENT PLANS**

Will be put into place to ensure families are paying any outstanding money owed to the service. Please note that a Payment Plan is an official, legal document which is signed by parent/s and nominated supervisor/ Director. The payment plan will state the amount and timeframe that the bill will be paid in. If this is not abided by then your child's care may be cancelled at any time.

- **DEBT COLLECTION**

Families will be responsible for settling any outstanding debt which they may have incurred. Families that have left the service will be reminded of the debt by means of a courtesy phone call/letter, giving 7 days to settle the account.

Failure to settle the account in full or pay it off by means of a Payment Plan, which has been signed by parents and nominated supervisor/ Director, will result in the account being handed over to our Debt Collection Agency.

Families shall pay the debt collection service nominated by Kozy Kids for all costs incurred by Kozy Kids (including costs for which Kozy Kids may be contingently liable). You shall pay monies owed by you to Kozy Kids i.e.: Any costs including debt collection agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.

Policy Source Acknowledgements

Child Care Services Handbook and fact sheets

ACECQA website www.acecqa.gov.au

National Law Guide and National Regulations Guide

Consultation with Management and Educators

www.mychild.gov