



Policy and procedures

Fees – children’s services

Policy statement

Northern Rivers Community Gateway (Community Gateway) sets fees for Rainbow Region Kids in its annual budget to derive income needed to develop and maintain a quality service for children and families of local communities. It strives to ensure its childcare services are affordable and accessible to families in its community. The Board, as the Approved Provider, ratifies the budget annually, and as necessary, and monitors it throughout the year.

Important facts

- Accounts must remain two weeks in advance
- Two weeks written notice is essential to cancel your child’s placement
- If your child does not attend their last usual days your subsidy won’t be available and full fees apply
- Latest fees and charges at www.nrcg.org.au

Account payment

- Families are issued with an initial statement of account on enrolment and all fees must be paid before your child’s first booked day.
- A statement of account is issued weekly.
- Fees must be kept two weeks in advance and paid by the due date to maintain booked days.
- A dated receipt is provided for each payment.

Fee payment:

- Direct debit from your nominated credit card or bank account
- Electronic transfer to Rainbow Region Kids, National Australia Bank, BSB: 082-707, Account: 826915370, with booking number as reference.
- Xplor Pay

Childcare subsidy

- Most Australian families are eligible to receive federal government childcare assistance until their child turns 13, through the Child Care Subsidy (CCS) system.
- Families eligible for the CCS pay only the gap between our full fees and the benefit the government provides.
- All fees are charged at the service’s full rate. We then receive and apply each family’s eligible subsidy to their statement of account.
- Families must register for the CCS with Centrelink on myGov. This can take at least two to six weeks to be approved.
- If subsidy details are not confirmed by a child’s first booked day, families are charged full fees until confirmed.

- If you are disputing your subsidy entitlement with Centrelink, full fees are charged until resolved.
- Any changes to a family's financial circumstances may impact their CCS. It is a family's responsibility to keep their details current on myGov.
- Refer to www.servicesaustralia.gov.au/child-care-subsidy for more information on how to claim and manage your CCS entitlement.

Fees schedule

Fees reduced by your CCS entitlement	
Before and after school care per session	<ul style="list-style-type: none"> • See our website for fee information for each service location • https://nrcg.org.au/rainbow-region-kids-locations-times-fees/ • Fees include nutritional breakfast and afternoon tea
Vacation care per day	<ul style="list-style-type: none"> • See our website for fee information for each service location • https://nrcg.org.au/rainbow-region-kids-locations-times-fees/ • Additional costs may apply

Fees not covered by your CCS entitlement	
Administration	<ul style="list-style-type: none"> • \$45 per child charged annually •
Failure to notify after school care non-attendance	<ul style="list-style-type: none"> • \$5
Late collection, after hours	<ul style="list-style-type: none"> • \$25 each 15 minutes • OSHC Coordinator may way only in extenuating circumstances
Late payment	<ul style="list-style-type: none"> • \$25 • 10 days after due date
Transportation	<ul style="list-style-type: none"> • \$7.50 per child per trip • Optional, offered at nominated schools

Overdue fees

- A family experiencing financial difficulty should contact the Rainbow Region Kids Administration Officer to discuss payment plan options.
- Agreed payment plans are signed by the account holder and the OSCH Coordinator and approved by the Manager – Business Support.
- If payment plans are not followed, enrolment will be immediately suspended.
- If no payment is received 10 days after due date and there is no agreed payment plan a \$25 late fee will apply and enrolment suspended.
- Where enrolment is suspended, care cannot resume at any Rainbow Region Kids service until the account brought two weeks in advance.
- If we employ a debt collector the family will be responsible for all associated fees.
- The OSHC Coordinator and the Administration Officer will monitor for overdue fees.

Absences and cancellation

- Two weeks written notice is required to cancel care or adjust booked days for before and after school care. Where this is not provided the two weeks fees held in advance will be applied to cover the notice period.
- Changes to booked vacation care days must be confirmed in writing by the close of business Friday before care commences. After this day all booked days will be charged.
- Families should advise of all planned or unexpected non-attendance at a booked session.
- A fee applies for failure to notify after school care non-attendance.
- Fees must be paid when a child is absent from a permanent booked day due to illness or a family holiday.
- No fees apply when Rainbow Region Kids is closed during the Christmas/New Year period. When services close on public holidays fees will still be charged for usual booked days which fall on a public holiday. Services may offer care on pupil free days based on demand.
- If a child does not attend their last booked day, the government childcare subsidy (CCS) will not be available for it or any previous absent days, unless for an approved reason, and full fees will apply.

- Usually families are entitled to up to 42 absent days per child each financial year before their CCS is impacted. Supporting documents may be required for additional absences.

Bookings

- Initial bookings can only be confirmed once a completed enrolment form and any documentation is provided. Please refer to the separate *Enrolment and Orientation Policy*.
- Bookings are required in advance.
- Additional days can be requested at any time and taken immediately if available.
- Where services are over-subscribed families may join a wait list at no charge.

Communication with parents

- We highly value two-way communication with our families and will:
 - fully explain fees during enrolment
 - provide a copy of this policy as part of enrolment and at any time on request
 - include latest fees and charges on our website
 - provide a minimum 14 days-notice of any fee increase or changes to payment procedures (Regulation 172).
- Remind families of the fee structure and notice period at key times during the year through the Xplor app, service signage and newsletter.
- Where possible assist families in high-needs situations to navigate supports available.
- In accordance with the Community Gateway *Privacy and Confidentiality Policy* all information regarding fees is strictly confidential and staff will not discuss individual names and details openly.
- Staff will use the service’s dedicated administrative space (Regulation 111) to support confidentiality and privacy.
- Families acknowledge acceptance of terms and conditions in this policy when submitting the Rainbow Region Kids enrolment form.

Monitoring, evaluation and review

- The OSCH Coordinator will review all fees and charges annually and provide recommendations to the CEO, who sets fees for the year.

- This policy will be monitored to ensure compliance with legislative requirements and reviewed according to the policy and procedure register.

Roles and responsibilities

Board (Approved Provider)

- Maintain a fee policy.

Chief Executive Officer

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011.
- Operate a fee system that balances family’s capacity to pay with providing a high-quality program and service viability.
- Ensure mechanisms to enter into a Complying Written Agreement with families to provide education and care services in exchange for fees.
- Ensure reasonable steps are taken for staff and volunteers to follow this policy and procedure.

Manager – Business Support

- Ensure families are provided with a regular statement of fees and charges.
- Approve agreed payment plans.

OSHC Coordinator (Nominated Supervisor)

- Ensure family orientation includes discussion of fee process.
- Notify families within at least 14 days of any proposed changes to the fees charged or the way in which the fees are collected.
- Provide reminders to families of fees process.
- Ensure the fees policy is readily accessible.
- Review fees and charges for the CEO’s consideration each year including analysis of competitor fees and charges.
- Monitor overdue accounts and sign approved payment plans.

Administration Officer

- Collect and maintain all relevant information regarding family bookings, fees and charges.
- Providing families with a weekly statement of account.
- Advise the Manager – Business Support and OSCH Coordinator of overdue accounts.
- Ensure all current fees and service opening hours appear on the organisation’s website.
- Follow Enrolment and orientation policy in regards to family enquiries and enrolments.

Educators

- Refer family’s questions relating to fees to the Administration Officer.
- Provide families with the latest copy of this policy on request, printed from the staff intranet.

Families

- Read this policy on enrolment and refer any questions to the Administration Officer.
- Register for the childcare subsidy on myGov.
- Obtain a Customer Reference Number from Centrelink as soon as practical before enrolment.
- Update Centrelink if circumstances change.
- Record arrival and departure times of their child attending care and collect their child on time.
- Keep fees two weeks in advance.
- Provide two weeks notice to cancel bookings or withdraw from care.
- Contact the Administration Officer if they are experiencing payment difficulties.
- Advise of any planned or unexpected absences.
- Where possible, use the Xplor Home system to manage payments.

- **Related policy and forms:** Enrolment and Orientation Policy, Arrival and Departure Policy, Governance of Children’s Services Policy, Medical Management Policy, Safe Transportation of Children Policy, Privacy and Confidentiality Policy, Enrolment Form, Annual Update.

Contact details

If you’d like to talk about anything included in this document please contact:

- Rainbow Region Kids Administration Officer
- Telephone 02 6621 7397
- Mobile 0429 640 075
- Email rrkassist@nrcg.org.au

Version	8
Policy approved	29/11/2017
Next review	2023
Procedure approved	30.11.2023
Next review	2024
Lead	OSHC Coordinator

Related legislation and policy

- **Regulated policy:** This policy addresses “*Payment of fees and provision of a statement of fees charged by the service*” (Regulation 168 (2)(n), Standard 7.1)
- **Related legislation:** Education and Care Services National Regulations 111, 168, 169, 170, 171, 172, 173, National Quality Standard 7.1, Family Law Act 1975, CCS legislative obligations