

Fee Procedure

Title:	Fee Procedure		
Last Reviewed:	August 2016	Next review due:	August 2019
NQF Reference:	National Law section 172 Regulation 12, 168, 172 NQS 7		

Rationale

To provide fair and consistent guidelines for the payment and recovery of outstanding accounts.

Aim

To ensure all accounts issued by Blackmans Bay Childrens Services clearly state all payment details and requirements and are issued and paid in a timely manner.
To establish procedures to be implemented where a debt becomes overdue; ensuring any debt owed to Blackmans Bay Childrens Services is followed up and recovered within the specified time frame.

Accounts Procedure

Blackmans Bay Childrens Services will undertake to issue monthly accounts for education and care as soon as practicable following the end of each month. Payment is due within the specified timeframe.

The account will detail the following:

- Payment terms: 'Payment is required prior to the end of the month following the date of the invoice'.
- A late payment fee will to be applied where applicable.
- Payment options:
 - In person (at the office at Ocean View 177b Roslyn Avenue),
 - Eftpos (at the office at Ocean View 177b Roslyn Avenue),
 - Cheque (at the office at Ocean View 177b Roslyn Avenue),
 - Direct deposit, or
 - Credit card.
- Current fee rates will be clearly detailed within each individual account and available at the service or via the service's website www.bbchildcare.org.

Blackmans Bay Childrens Services will take all reasonable steps to establish a payment arrangement or negotiate settlement of the outstanding fee prior to the commencement of legal action.

Blackmans Bay Childrens Services will be compliant with *Family Assistance Law* to maintain access to Australian Government payments made to families to assist with the cost of care, including Child Care Benefit (CCB), Special Child Care Benefit (SCCB), Grandparent Child Care Benefit (GCCB), Jobs, Education and Training Child Care fee assistance (JETCCFA) and the Child Care Rebate (CCR).

Blackmans Bay Childrens Services has provided delegation to the CEO to enter into arrangements with debtors for extended payment plans. Any such plans are to be documented in Debtor specific agreements.

The service shall at all times have the right to withdraw the availability of care without notice for non-payment of fees.

Parents will be notified at least 14 days before any changes are made to the way in which fees are charged or collected.

Fee Procedure

Outstanding Fee Procedure

Current Accounts:	Reminder printed on all account that the Late Payment Fee will be applied if the debt is outstanding after the due date.
1-30 days past due:	Overdue Account Fee applied.
31-60 days past due:	Written advice on statement that account is overdue.
61-90 days past due:	CEO will contact parent to ascertain circumstances and consider payment plan options or if legal action is appropriate.
90+ days past due:	The debt may be referred to Blackmans Bay Childrens Services Collection Agency for action. All commission and fees relating to any recovery action taken will be recovered from the debtor.

Additional Fees

Search Fee

A search fee will be applied where a child does not attend the service and the service have not been notified (This fee excludes a missing child).

Late Collection Fee

A late collection fee will be applied for every 10 minutes (or part thereof) that a child remains after the displayed closing time. CCB is not payable on the late collection fee.

Allowable Absence

If your child is absent, 75% of the normal fee will be charged. Childcare Benefit is paid for up to 42 days absences for each child per financial year without the need to provide documentation, such as medical certificates. All absences after that will be charged at full fees unless evidence such as doctor's certificate is provided.

Casual Fee

Any bookings other than permanent days need to be approved by the Director/Coordinator and will be charged at the casual rate. Once a casual booking has been made, an Allowable Absence will be charged for non-attendance.

Other Fees

If at any time the service is required to provide children with nappies or lunch, an additional charge will be incurred.

Links to other policies, procedures or documents

- Complaints Policy and Procedure
- Delivery and Collection of Children Policy and Procedure
- Enrolment and Orientation Policy and Procedure
- Governance Policy and Procedure

Sources

- *Education and Care Services National Law*
- *Education and Care Services National Regulations*
- *Family Assistance Law*