

# Fees & Procedures of Payment

## Overview

Upon enrolment of your child, we ask that a non-refundable Administration/Enrolment fee of \$100 is paid. This is to cover your child's pre-school shirt and hat. We also require a copy of your child's birth certificate and immunisation letter.

We also require a copy of the CRN letter from Centrelink (for both child and Parent).

As we have a large number of children attending multiple days, we feel that to pay two weeks fees in advance can become quite expensive! Therefore, we ask the following of you to help make sure that our fee system runs smoothly.

The centre runs a weekly direct debit system for fee payment. Typically, the direct debit is processed on Friday afternoons, with funds coming out of your nominated account on Monday or Tuesday of the following week (dependant on your financial institution). Please ensure that you have the appropriate funds in your account so that your fees are kept up to date at all times. Everyone paying their fees alleviates debt which in turn helps keep costs down, thus benefiting everyone.

Should your child be absent from the centre please **CALL** us that day to let us know that she/he is ill, on holidays etc. As we have no fees held in advance it is necessary to ensure that spots are only held for genuine users of the service and those people who pay their fees.

Absence days are recorded on your fee receipts. Those parents who are entitled to childcare assistance, have a limited number of days absent before fee assistance is no longer available. Please check your receipts occasionally to see how many days your child has left.

Non-payment of fees will result in your child losing his/her place unless special circumstances apply and/or special arrangements have been made. Therefore, it cannot be stressed enough the importance of ringing to let us know if your child is just away. We could interpret that your child is not returning to the centre and therefore you may lose his/her place.

Fees **MUST** be paid for **ALL** attendances and non-attendances due to sickness, holidays, and public holidays. If you are taking holidays, please let us know in advance. Sometimes we may know of someone who would like extra days for a short period of time and may be able to help.

## Enrolment

A non-refundable Enrolment fee of \$100 covers your child's pre-school enrolment process and hat. We also require a \$500 bond that will be refunded on 4 weeks' notice.

Along with your child's birth and immunisation certificates, we also require a copy of the CRN letter from Centrelink for both child and parent.

## Weekly fees

The centre runs a weekly direct debit system for fee payment. Typically, the direct debit is processed on Friday afternoons, with funds coming out of your account on Monday or Tuesday of the following week. Please ensure that you have the appropriate funds in your account so that your fees are kept up to date at all times. Everyone paying their fees alleviates debt which in turn helps keep costs down, thus benefiting everyone. Dishonour fees will apply to any rejection payment of \$25 for every payment.

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Absence days are recorded on your fee receipts. Those parents who are entitled to child care assistance have a limited number of days absent before fee assistance is no longer available. Please check your receipts occasionally to see how many days your child has left.

Fees **MUST** be paid for **ALL** attendances and non-attendances due to sickness, holidays, and public holidays. If you are taking holidays, please let us know in advance. Sometimes we may know of someone who would like extra days for a short period of time and may be able to help.

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### **Payment procedure**

The centre accepts payments via an electronic direct debit system. Please fill in your direct debit form and return it to the centre. The Direct Debit is run weekly in arrears, in conjunction with any CCS fee assistance you may be eligible for. The amount debited from your account will ONLY be for the gap between CCS and total amount due - never any more.

Receipts and statements will be emailed to your nominated email address. Please always check your receipts and keep them. They may be needed to check an error later. If you feel your fees are incorrect, please notify us.

### **Childcare assistance**

Our service is eligible to be part of the Child Care Assistance Program. This enables parents to have financial assistance in the payment of their fees. If you are interested in applying for this or to see if you are eligible, please see a staff member who will be only too happy to help you and provide the necessary information and paper work for processing. Alternatively contact the Centre Link Office. Conditions do apply for CCS (Child Care Subsidy).

### **Priority of access**

Our centre is legally bound to the Priority of Access Guidelines which stipulate that the child of a non-working parent cannot be offered a position if the child of a working parent needs the spot. Also, should a working parent apply for a position, a non-working parent's child may be requested to swap days or vacate their position until another one is available.

In this type of situation, the centre is required to give parents three weeks' notice of the impending change.

Sometimes in emergency situations we may ask a family if they can help us and another family out in a shorter time frame. It is entirely then up to the parties concerned whether they choose to make spontaneous changes.

Please remember we have fee assistance available. Families with more than one child in care are entitled to a larger percentage of fee assistance.