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YEDP_Payment of Service Fees and Provision of a Statement of Fees Charged by the Service_Policy and Procedures				

Payment of Service Fees and Provision of a Statement of Fees Charged by the Service Policy and Procedures

Rev	Date	Revision Details	By
A0	14/07/2022	Initial Draft	MP
A1	29/07/2024	Review Policy, change fee increases, added fees for early starters, changed software from Qikkids to Xplor, added Queensland Free Kindy Funding	MP

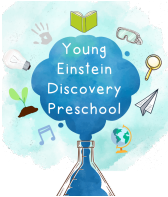
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Policy Statement

We are committed to providing all families the opportunity to enrol their children at our service, with a clear, transparent, fair and inclusive fee structure.

Background

The *Education and Care Services National Regulations* requires policies and procedures to be in place for the payment of fees and the provision of a statement of fees charged by the service.

Legislative requirements

Section/Regulation	Description
Regulation 111	Administrative space
Regulation 168	Education and care services must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures

Related Policies

Document Name	Title
YEDP_Enrolment and orientation_Policy and Procedures	Enrolment and orientation
YEDP_Governance and management of the service_Policy and Procedures	Governance and management of the service

Purpose

For parents to gain a clear understanding of the Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

Scope

This policy applies to children, families/guardians, staff, students, volunteers and visitors of the Service

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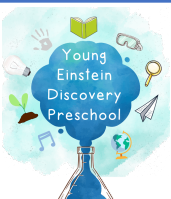
Procedures

At Enrolment

- At enrolment parents/guardians must pay a \$200 bond deposit which is refunded at the end of the child/rens enrolment
- At enrolment parents/guardians must pay a \$20 administration fee. This fee is not refundable
- At enrolment parents/guardians must provide a CRN number for their child/ren and the parent registered through Centrelink to be eligible for Child Care Subsidy

Fee Structure

- Our fee structure aims to provide affordable high quality education
- Our current preschool fee is \$107 a day for care between the hours of 8am - 4pm
- Our current fee for early starters is \$117 a day for care between the hours of 7.30am - 4pm
- Fees are charged for full days only (regardless of the actual attendance hours any day)
- Fees must be paid weekly unless negotiated with the preschool director
- We value our families and ensure there is two-way communication with them at all times
- We ensure families are familiar with our fees at enrolment and we provide at least two weeks' notice of any changes to the fee structure
- Our fee structure is clear and transparent, and our systems and practices ensure that payments are processed correctly and receipts and statements are provided to families
- Receipts and statements are available through the Xplor App or by request
- The service is closed for a 4 week period from mid December to mid January. During this period fees are not charged

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Payment of Fees

- Preschool fees are charged weekly
- Parents/guardians can access invoices, receipts and statements through the Xplor App or by request
- Payments are only made by direct debit through the Xplor App
- Security deposit and administration fees are to be made by direct transfer to the business bank account prior to a child's enrolment commencing

Account: YEDP Pty Ltd for the trust

BSB: 064 178

Account Number: 1078 3602

- Xplor charge a small handing fee for the weekly direct debit. This is an agreement between the account holder and Xplor.

Late Fees

- Late fees are charged for any parent/guardian who collects their child after 4pm
- Parents/guardians are charged an additional \$10 in 15 minute increments until the parent/guardian arrives and signs their child/ren out
- Sign out times are recorded on the Xplor app when parents and caregivers sign-out and late fees will be added to the account holders statement
- A review of the child's enrolment will occur where families are consistently late to collect their child/ren
- Fees will not be allowed to accumulate beyond \$300. In the case of overdue fees the parent/guardian will be notified in writing. Late fees will be charged for any late payments of invoices



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- Failure to pay outstanding invoices after written notification will result in Legal Action being taken. In this instance Young Einstein Discovery Preschool holds the right to terminate your child's placement. Overdue fee charges will be chargeable until the account is settled even after the child's place is terminated. Legal fee costs will be paid by the parent/guardian of the enrolled child. Debt collection agency charges will be paid by the parent/guardian of the enrolled child

Absences

- All absences for illness, family holidays and public holidays are payable
- We ask that parents/guardians notify the preschool for all absences
- Parents/guardians are responsible for signing their child in and out using the Xplor App each day their child attends the preschool
- Records will be kept by the Service for each absence

Unforeseen Circumstances

- Fees are chargeable for unforeseen circumstances where the preschool is required to close due to a risk of safety to any preschool users
- Unforeseen circumstances include however is not limited to pandemics, power outages, storm damage, flooding, bush fires, septic tank contamination, unoperational equipment such as toilets, taps or fridges
- The preschool will always act on advice provided from The Department of Education, Queensland Health and other Government departments
- In the case that the preschool is required to close, parents will be notify and the situation will be explained

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Termination of Enrolment

- Parents/guardians must give 14 days notice in writing to terminate a child's enrolment

Child Care Subsidy

- Our preschool is licensed through the Department of Education to offer Child Care Subsidy to families that are eligible
- To be licensed to offer Child Care Subsidy the service must be open a minimum of 48 weeks a year
- To be eligible for Child Care Subsidy a child must not exceed 42 days of absences
- Child Care Subsidy contributes towards helping parents with the cost of preschool fees
- Families can access more information about Child Care Subsidy through the MyGov website to <https://my.gov.au/>
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the families account
- Families must regularly check their details are correct and report a change in circumstance to Centrelink. Such as family income, activity levels, relationship changes or any other changes to their circumstances
- Any disputes with Child Care Subsidy payments is the responsibility of the family

To be eligible for Child Care Subsidy families must

- meet Australian residency requirements
- have the child care provided in approved or registered care in Australia
- ensure your child complies with immunisation requirements or has an exemption; and
- Be liable (or your partner must be liable) to pay for child care fees.

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- Sign a CWA agreement on enrolment

Families level of Child Care Subsidy will be determined by

- Combined family income
- Activity test of parents
- Type of early learning and childcare Service

Queensland Free Kindy Funding

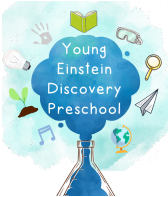
- Children are eligible for Free Kindy Funding the year before they start school.
- Children need to be turning 4 years of age before the 1st of July to be eligible
- Free Kindy funding is available for 40 weeks a year
- Free kindy funding can be accessed for up to 5 hours a day
- The preschool will claim Free Kindy Funding on behalf of families during School Terms and the subsidy will be applied to their account

Registered Child Care Subsidy Software

- Our preschool uses Xplor Software to manage preschool records and chargeable fees
- All parents/guardians must sign in and out each day their child is enrolled at the service
- Xplor Software is used to manage daily records, monitor daily rolls and absences, communicate with the Department of Human Services and to manage fees chargeable
- Xplor Software is registered through the Department of Education

Financial Hardship

- We accommodate payment plans for families requiring greater flexibility to make fee payments

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- If any family is experiencing financial hardship they are encouraged to speak directly with the preschool director so a payment plan can be put in place to support the family
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS can provide extra assistance for up to 13 weeks

Administration Space

- Our preschool has an office space which can be used to conduct administrative tasks and conduct private conversations and consultancy

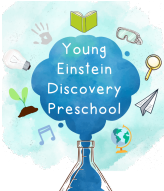
Policies and procedures must be followed by all preschool users. All parents/guardians and staff members are supplied with a link to our preschool Google Drive Policies and Procedures and these documents are always available to all preschool users. All parents/guardians and staff will be notified with 14 days notice should any policies or procedures be amended or put in place. There is an on-going process in place for reviewing, monitoring, and updating policies and procedures.

Rolls And Responsibilities

Approved Provider	• ensure that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met • set fees for children to enroll at the service and ensure policies and procedures are in place relating to the fee schedule and payment options • take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the <i>Payment of service fees and provision of a statement of fees charged by the service policy and procedures</i> • ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection
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	- notify families at least 14 days before changing the policy or procedures if the changes will: - affect the fees charged or the way they are collected or - significantly impact the service's education and care of children or - significantly impact the family's ability to utilise the service
Nominated Supervisor	- ensure that regulatory obligations are met in relation to payment of fees - implement procedures for the payment of service fees - communicate with families at enrolment about fees, including - the amounts charged - payment periods and methods - how the Child Care Subsidy or other government subsidy (e.g. from your jurisdiction) will be applied - notice periods - how they can access a statement/receipt - financial hardship considerations and payment plans - ongoing communication with families about their account - ensure families receive receipts for fees paid - monitor the application of the Child Care Subsidy or other government subsidy
Educators and staff	be familiar with the <i>Payment of service fees and provision of a statement of fees charged by the service policy and procedures</i> support families to approach the person whose role it is to collect fees with any fee-related questions
Families	- ensure they understand the service's fee requirements and expectations at enrolment and any ongoing changes - meet the fee requirements

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	raise any fee-related questions with the person responsible for fee collection at the service
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References

<https://www.dese.gov.au/child-care-package/child-care-provider-handbook>

<https://www.dese.gov.au/child-care-package/resources/list-registered-child-care-software>

<https://my.gov.au/>