Fees Policy

Policy Statement

UWSELL is committed to providing affordable quality early education to UWS staff, students and the local community. The purpose of this Policy is to provide a framework under which UWSELL can protect the financial viability of the Centres by ensuring the prompt payment of family fees, and the successful collection of any outstanding monies. UWSELL will ensure that all families receive statement of fees charged and payment of fees.

1. Legislative Requirements

Education and Care Services National Regulations 2011:

a) 168 (20 (n) Payment of fees and provision of a statement of fees charged by the education and care service
b) 172 (2) The approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which fees are collected

c) A New Tax System (Family Assistance) Act 1999

2. Who is affected by this policy?

a) Children
b) Parents
c) Management

3. Implementation

A security bond of Two (2) weeks full fees is required upon enrolment (refer to Bond Policy)

UWS staff and students are entitled to receive a $3 per day reduction in the daily fee. To be entitled to this benefit, staff and students must supply their UWS ID card for verification and a copy will be taken and held in the family file. At times random checks on staff and students may occur to ensure that family members are still employed and/or enrolled at UWS.

Fees are payable in advance for every day of your child’s enrolment including sick days and parent holidays. This excludes centre closure over the Christmas period and public holidays

Fees are to be paid Two (2) weeks in advance at all times.

Fees will be paid by direct debit (Ezy Debit, Bank), through the UWS Salary Sacrifice System or Centrepay.

Child Care Benefit (CCB) is available to all families who are Australian Residents. Parents must contact the Family Assistance Office to register for Child Care Benefit.

Child Care Benefit can be received as:
Reduced fees through the service; or
A lump sum payment direct to families at the end of the financial year in which the service is used.

A receipt will be issued for all fees paid which will include the child’s full name, date of care, date of payment, amount, etc.

Two (2) weeks written notice must be given to terminate a child care place, otherwise 2 WEEKS FEES will be invoiced and payable accounted to you.

OVERDUE/OUTSTANDING ACCOUNTS DEFINITIONS:

An account is Overdue when the amount owing is greater than two weeks of the family fee. UWSELL recognizes that families may experience financial difficulties during the period of the child’s enrolment. Families are encouraged to discuss any financial difficulty that will impact on maintaining 2 weeks in advance in the payment of fees and ascertain whether any special arrangements or assistance may be available.

An account is Outstanding when
• the amount paid in any four week period is less than 50% of the total due, or
• no payment has been made for a period of six weeks
• there is money owing after a child has left the Centre

Management of Overdue/Outstanding Accounts

The following procedure will apply to all overdue/outstanding accounts:

Step 1. Any parent who is two weeks in arrears will receive a FRIENDLY FEE REMINDER. Parents can make an appointment to speak with the Director to reach an agreement regarding payments.

Step 2. If fees still remain outstanding 7 days from the date of the friendly fee reminder then a letter is to be sent requesting that the overdue account be paid or contact the Director if they have a problem meeting payment.

Step 3. If no response to step two, the Director shall inform the UWSELL Financial and Operations Managers. A letter requesting contact be made with the Director within seven days, or this matter will be put into the hands of the Collection Agency, and the child’s/children’s place/s cancelled.

Step 4. The UWSELL Financial and Operations to be notified that step three has been implemented.

Step 5. If no response to step three then the outstanding account will be referred to the UWSELL Financial and Operations Managers for Debt collection. The child’s place at the centre will be cancelled.

DEBT COLLECTION:

Where a family has failed to comply with requests for payment as noted above, the outstanding debt will be placed in the hands of a Collection Agency.

UWSELL reserves the right to implement legal proceedings in cases where the Collection Agency was not successful in recovering
outstanding monies.

Any costs associated with the debt recovery process will be added to the outstanding debt.

DISHONOURED PAYMENTS

Should this unfortunate incidence occur we regret that any associated financial institution charges will be the responsibility of the person identified on the enrolment form for the payment of fees.

4. Sources

- Education and Care Services National Regulations 2011

5. Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

Reviewed: 18.03.13
Date for next review: 03.14

Approved by: UWSELL Board
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