
ARANDA AFTERS ASSOCIATION INCORPORATED



FEES POLICY

Implemented	Updated/Reviewed	Next Review Due By
June 2015	October 2019	October 2020

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1 REFERENCES

NATIONAL QUALITY STANDARDS

7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
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2 AIM

To ensure that parents who enrol their children in programs operated by Aranda Afters Association Inc. understand how fees are charged and collected to assist them make their payments for child care fees on time.

3 IMPLEMENTATION

The following outlines the how fees can be paid. Fees must be paid prior to your child attending the service for each week.

- An annual, non-refundable, account keeping and membership fee is charged upon the submission of an enrolment form. This is non-refundable if your child does not take a place at our service.
- Fees are charged for two weeks upfront and families are advised of their fees on a fortnightly basis.
- After School Care [ASC] Account statements are issued on a fortnightly basis to the primary email address provided when a family enrolls their child(ren) at Aranda Afters.
- ASC Account statements indicate the date that payment of the account balance is due for payment - this will be one week prior to attendance
- SVC Account statements are issued at the time of booking
- SVC Account statements indicate the date that payment of the account balance is due for payment - this will be Friday Prior to SVC starting
 - For January SVC Payment will be due in fortnightly batches prior to your child attending
- Fees are payable for every day that your child is enrolled at the service. This includes sick days and family holidays but excludes periods when the service is closed. More information is available in our **Enrolment Policy**.
- Child Care Subsidy (CCS) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.
- Child Care Subsidy can be received as a reduction of fees through the service
- Child Care Subsidy will be estimated on your statement and an adjustment will be made after the Government payment is paid to Aranda Afters
- Amounts paid will be shown on the next account statement issued to families.
- If a family would like to have a receipt issued they need to contact Affinity Bookkeeping, on 02 6299 9104, to request for this to occur.

ACCOUNTS

All Aranda Afters accounts are the responsibility of the person who has registered the child(ren) under their Centrelink Reference Number (CRN).

Invoices are emailed out to the account holder every second Friday and must be paid within **6 work days** of the date of invoice. It is the parent(s)/carer(s) responsibility to pay it in a timely manner.

Please contact the Director immediately if you:

- Have not received your invoice.
- Know you will be away during a billing period.
- Think it is incorrect.
- Feel there are any issues arise that may affect your ability to pay your fees.

Details must be kept up to date and any changes must be given in writing to the Director as they occur.

PAYMENT OPTIONS

- Account transfer

Families may make direct payments into Aranda Afters bank account.

Aranda Afters Association Inc.

Commonwealth Bank of Australia Jamison Centre Branch

BSB: 062907

Account No: 00904824

Please ensure that your account name is clearly identified on the deposit information.

NB: If you pay by Internet banking please allow time for your payment to reach our account by the due date (some banks are slower than others).

- Voluntary Direct Debit

Direct Debit allows families to set up regular automatic payments from their credit card or bank account.

You will need to complete a direct debit authorisation form and nominate a credit or cheque/savings account for the fees to be debited from

NB: a surcharge is applied for all direct debit transactions, surcharge fees are listed in the schedule of fees table.

- Direct Debit for accounts that are overdue

A family on direct debit for accounts that have become overdue will be placed on an upfront payment system using direct debit

If a family's payments become overdue, Aranda Afters may request full payment and completion of a direct debit form; this form will be kept on file for the remainder of the enrolment period. If the family remains in arrears they will automatically be set up on the direct debit payment system using the form submitted.

DIRECT DEBIT TERMS AND CONDITIONS

Families are issued invoices via email, and payments are processed through direct debit; both are done on a fortnightly basis, the Due date on your statement will be the date your direct debit is processed.

Opting to pay accounts via direct debit will incur a card surcharge, the surcharge is set by Debit Success and Qikkids and differs according to the card/account the family nominates. These fees are outlined in the schedule of fees at the end of this policy.

In the instance that a debit from your account fails, Aranda Afters will undertake the following process:

- Attempt to contact the nominated account holder and arrange payment
- A processing fee will be applied to each failed payment, this is listed in our Schedule of fees in the Handbook
- If the account becomes overdue and all attempts to contact the account holder have been unsuccessful, Aranda Afters may withdraw the child(ren)'s enrolment access until the account payments have been made.

OVERDUE ACCOUNTS

If a family's payments become overdue, they will be required to make full payment of the outstanding balance and submit a direct debit form to be held on file for the remainder of the enrolment year, if a families invoice remains overdue they will automatically be set up on the direct debit payment system using the form submitted and payment of 4 weeks in advance will be taken or Aranda Afters may withdraw the child(ren)'s enrolment access until the account payments have been made.

- Overdue accounts attract additional fees to cover administration costs. Please contact Aranda Afters immediately if any issues arise that may affect your ability to pay your fees on time.
- Additional fees are charged on your account when a statement has not been paid by the due date It is a families responsibility to ensure their account is paid in a timely manner
- Families can make appointments to speak with the Director or Approved Provider regarding payments if there is a need to do so.
- Continually not paying fees will put your child(ren)'s place(s) in the Service in jeopardy.
- If after consultation/negotiations an overdue amount remains unpaid the child(ren) will be excluded from the Program. Fees which remain outstanding will be pursued through the **Small Claims Court**.
- Reimbursement of the cost of taking recovery action of this nature will be the responsibility of the parent(s) and will be added to their outstanding account. This ensures fair access to all service users and supports us to keep fees to a minimum.

REINSTATEMENT OF CARE AFTER WITHDRAWAL

If an account is suspended and the family wish to return to the service, full payment and four weeks in advance fees is required before the child(ren) will be accepted back into care. The family will remain on 4 weeks upfront payments through Direct debit for the remainder of the enrolment period. Reinstatement is also reliant upon a place being available at the service.

VARIATIONS TO, OR TERMINATION OF, ENROLMENT

Please refer to our ***Enrolment Policy*** for information about variations to, or ending, your child(ren)'s enrolment at Aranda Afters or cases where management can take the decision to terminate your child(ren)'s place at the service.

4 SOURCES

- Education and Care Services National Regulations 2011
- National Quality Standard
- Family Assistance Legislation Amendment (Child Care) Act 2009
- Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative

5 APPENDIX 1: 2020 SCHEDULE OF FEES

2020 SCHEDULE OF FEES (PER FAMILY)	
ANNUAL MEMBERSHIP AND ACCOUNT KEEPING FEE	\$25.00
FEE INFORMATION	
OUTSIDE OF SCHOOL HOURS CARE (OSHC) PROGRAM – PER SESSION	
Regular after school care session: 3:00 – 6:00 pm	\$28.50
Casual after school care session: 3:00 – 6:00 pm	\$33.50
SCHOOL VACATION CARE (SVC) PROGRAM – PER SESSION	
Early booking school vacation care program: 8:30 am – 6:00 pm	\$76.00
Late booking school vacation care program: 8:30 am – 6:00 pm	\$81.00
DIRECT DEBIT CHARGES	
Bank account	\$0.88
Credit card – Visa or Mastercard (minimum \$0.88 charge)	2.35%
Credit card – Amex or Diners (minimum \$0.88 charge)	4.40%
ADDITIONAL FEES AND CHARGES (ALL ADDITIONAL FEES AND CHARGES ARE UNSUBSIDISED)	
Late Payment fee – not paying your account by the due date will incur a late payment fee for administration.	\$24.00
Direct Debit Failure fee – if a direct debit transaction is declined, the family will incur a processing fee for administration – This fee is set for cost recovery.	\$15.00
No contact fee – not informing us that your child(ren) will not be attending an OSHC or SVC program session, resulting in a phone call being made to verify whether the child(ren) is/are meant to be attending the session.	\$5.00
Failure to sign a child out – resulting in a phone call being made to check that the child(ren) is/are safe.	\$5.00
Late collection fee – charged as follows: One unsubsidised OSHC session fee (ie: \$28.50) per five minutes, or part thereof, for the late arrival of a parent and finalisation of pick-up of a child, after 6.00 pm)	
Late collection fee (sick or inappropriate behavior) – charged as follows: 30-45 minutes after initial notification: one OSHC session fee (ie: \$28.50) Each subsequent 15 minutes (or part thereof): one OSHC session fee (ie: \$28.50)	
DISCOUNTS	
Families with third, subsequent, children enrolled in Out of School Hours Care	10%