# **FEES POLICY**

## POLICY STATEMENT:

Macgregor Outside School Hours Care is dedicated to providing a high-quality care environment for children and families. We understand the importance of affordability and accessibility. Our fee structure is aligned with the annual budget to ensure the sustainable development and maintenance of Macgregor Outside School Hours Care. The Approved Provider oversees and approves the budget annually, ensuring careful monitoring throughout the year.

## PROCEDURES:

**(a) Enrolment & Administration:**

* Fees include a yearly $10 administration fee and one week's fees in advance.
* Payment and submission of relevant forms are prerequisites for enrolment acceptance.
* Enrolments will not be processed without full payment and form submission.

**(b) Membership:**

* Families enrolling a child become members of the Incorporated Association.
* Association rules apply during the child's enrolment period.
* One family representative gains voting rights at General Meetings and may be nominated for the Management Committee.

**(c) Child Care Subsidy:**

* Families may qualify for child care subsidy support.
* Information on subsidy application is provided in the parent handbook and on the website.
* Full fees are due while waiting for subsidy processing, and accounts will be adjusted once subsidies are generated.

**(d) Absences:**

* Fees apply for family holidays, camp days, and sick days if scheduled on booked days.
* Permanent bookings require two weeks' notice for cancellations; otherwise, two weeks' fees will be charged.

**(e) Service Closure:**

* No fees are charged during Service closure, such as holidays or student-free days.

**(f) Payment of Fees:**

* Fees must be paid in full by the stated due date.
* Bank transfer payments are recorded on the next invoice.
* Receipts are emailed or given for cash payments.
* Accounts must maintain a one-week credit balance.

**(g) Debt Recovery:**

* Statements and fees are generated a week in advance.
* Unpaid accounts result in cancellation; rebooking is possible when the account is in credit, subject to availability.

**(h) Late Collection Fee:**

* Late pickup incurs a $2.00 per minute charge.
* Unnotified late pickups result in an additional $50 fee.
* Consistent lateness may affect the child's enrolment status.

**(i) Methods of Payment:**

* Cash, direct deposits, and PayPal are accepted payment methods.

**(j) Confidentiality:**

* Fee-related information is confidential.
* Limited personnel access information for necessary actions.
* Families can access their account records upon request.

**(k) Increase of Fees:**

* Approved Provider sets fees based on the budget.
* Families receive at least 14 days' notice of fee increases.

**(l) Acknowledgement of Responsibility:**

* Families acknowledge terms and conditions through the online enrolment form.

**Considerations:**

* This policy aligns with Education and Care Services National Regulations and National Quality Standard.
* Related policies include Enrolment & Orientation, Delivery & Collection of Children, Confidentiality, Governance & Management, and Parent Handbook.
* Financial assessments guide decisions, ensuring quality staff retention.

**Citations:**

* Education and Care Services National Regulations (168, 172, 173)
* National Quality Standard (7.1.2)
* Related Service policies/documentation: Enrolment Form, Enrolment & Orientation Policy, Delivery & Collection of Children Policy, Confidentiality Policy, Governance & Management Policy, Parent Handbook

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