

Little Owls Pre Kindy



Golden Bay (Coastal Community Centre), Tangadee Rd, Golden Bay 6174
Phone 0488581269

FEES POLICY

Quality area 7

PURPOSE

This policy will provide clear guidelines for:

- The setting, payment and collection of fees
- Ensuring the viability of Little Owls Pre Kindy, by setting appropriate fees and charges

POLICY STATEMENT

1. VALUES

Little Owls Pre Kindy is committed to:

- Providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- Providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- Maintaining confidentiality in relation to the financial circumstances of parents/guardians

2. SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of Little Owls Pre Kindy.

3. BACKGROUND AND LEGISLATION

Background

Regulation 168(2) (n) of *Education and Care Services National Regulations 2011* requires that services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable term and annual fees at the time of enrolment.

Legislation / standards and sources

Relevant legislation and standards include but are not limited to:

- *Education and Care Services National Regulations*
- *National Quality Standards*

4. Sources and Related Policies

Sources

- The Owner of Little Owls Pre Kindy

Service Policies

- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Enrolment and Orientation Policy
- Privacy and Confidentiality Policy

5. PROCEDURES

The Approved Provider and Persons with Management or Control are responsible for:

- Reviewing the fees
- Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- Implementing and reviewing this policy in consultation with parents/guardians, the Nominated Supervisor and staff
- Clearly communicating this policy and payment options to families
- Providing all parents/guardians with a copy of the document containing fee information for families (Attachment 1)
- Providing all parents/guardians with a statement of fees and charges (Attachments 2) upon enrolment of their child, and ensure that the *Fees Policy* is readily accessible at the service (Regulation 171)
- Providing all parents/guardians with a fee payment agreement (Attachment 4)
- Providing all parents with a schedule of payment dates relating to pay option selected (Attachment 3)
- Collecting and receipting all fees
- Collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable
- Complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2))

The Nominated Supervisor and Persons in Day-to-Day Charge are responsible for:

- Informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- Referring parents'/guardians' questions in relation to this policy to the Approved Provider

All educators/staff are responsible for:

- Informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- Referring parents'/guardians' questions in relation to this policy to the Approved Provider

Parents/guardians are responsible for:

- Ensure they understand the service's fee requirements and expectations at enrolment and any ongoing changes
- Reading the Little Owls Pre Kindy Fee information for families (Attachment 1), The statement of Fees (Attachment 2) and Invoice payment dates (Attachment 3)
- Signing and complying with the Fee Payment Agreement (Attachment 4)
- Notifying the Approved Provider if experiencing difficulties with the payment of fees

6. EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- Regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- Monitor the implementation, compliance, complaints and incidents in relation to this policy
- Keep the policy up to date with current legislation, research, policy and best practice
- Revise the policy and procedures as part of the service's policy review cycle, or as required
- Notify parents/guardians at least 14 days before making any changes to this policy or its procedures (*Regulation 172 (2)*)

7. ATTACHMENTS

- Attachment 1: Fee information for families
- Attachment 2: Opening times and Statement of Fees
- Attachment 3: Invoice Payment Dates
- Attachment 4: Fee Payment Agreement

8. AUTHORISATION

This policy was reviewed and adopted Little Owls Pre Kindy Golden Bay

This policy was reviewed October 2023

REVIEW DATE: October 2024

ATTACHMENT 1

Fee information for families

Little Owls Pre Kindy 2024

1. How fees are set

The Service Provider sets fees each year for the programs of the service, taking into consideration.

- The financial viability of the service
- The fees charged by similar services in the area
- Reasonable expenditure in meeting agreed program quality and standards

2. Statement of fees and charges

A statement of fees and charges will be provided to families on enrolment.

3. Payment of fees

The Service Provider will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Fees will be invoiced to parents/guardians directly and must be paid by the date indicated on the invoice. Each invoice will be accompanied by payment instructions. The first term fees either option 1 or option 2 must be received prior to the child commencing. For children enrolled after the commencement of a term, a pro rata invoice will be issued and must be paid in full within 14 days of the child's commencement.

4. Unpaid fees

If fees are not paid by the due date, the following steps will be taken.

- An initial reminder invoice will be Emailed to parents/guardians with a specified payment date.
- Continued non-payment may result in a letter notifying parents/guardians that the child's place at the service may be withdrawn unless payment is made within a specified period of time.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.

5. Refund of fees

Fees are non-refundable (exceptional circumstances may apply) these are at the discretion of the Service Provider. There will be no refund of fees in the following circumstances:

- A child's short-term illness
- Family holiday during operational times
- Closure of the service due to extreme and unavoidable circumstances.

ATTACHMENT 2

Opening Times and Statement of Fees

Little Owls Pre Kindy 2024

9:00am - 2:30pm (Wednesday and Thursdays)

Our pre Kindy program operates during Term times.
Term dates for 2024 are as follows:

Term 1 Wednesday 31 January - Thursday 28 March 9 Weeks

Term 2 Monday 15 April - Friday 28 June 11 Weeks

Term 3 Monday 15 July - Friday 20 September 10 Weeks

Term 4 Monday 7 October - Thursday 12 December 10 Weeks

Application fee	\$30
Fees	\$70 per day

Options for payment

Option 1: Fees to be paid in full each term in advance

Option 2: Term fees split in to 3 amounts paid in advance.

Please select your preferred payment option on the Fee payment agreement form (Attachment 4).

Method of payment

Payment may be made by Direct bank deposit, cash, cheque or Credit Card:

Cheques Payable to Little Owls Pre Kindy

Electronic Funds Transfer Please use Childs name and Invoice as a reference for the transfer

Westpac Bank
Little Owls Pre Kindy
BSB: 036-094
Account: 175294

A receipt will be issued for cash or cheque

Credit card payment has a Surcharge of 1.8% + 0.25c fee per transaction.

ATTACHMENT 3

Invoice Payment Dates

Little Owls Pre Kindy 2024

Option 1: Fees to be paid in full each term in advance

Term 1 Fees Due: 22 January 2024	This is a 9 Week Term
Term 2 Fees Due: 15 April 2024	This is a 11 Week Term
Term 3 Fees Due: 8 July 2024	This is a 10 Week Term
Term 4 Fees Due: 30 September 2024	This is a 10 Week Term

Option 2: Term fees split in to 3 amounts paid in advance

Term 1 Fees Due: 1st Payment 22 January 2024
2nd Payment 12 February 2024
3rd Payment 13 March 2024

Term 2 Fees Due: 1st Payment 15 April 2024
2nd Payment 13 May 2024
3rd Payment 10 June 2024

Term 3 Fees Due: 1st Payment 8 July 2024
2nd Payment 5 August 2024
3rd Payment 2 September 2024

Term 4 Fees Due: 1st Payment 30 September 2024
2nd Payment 21 October 2024
3rd Payment 25 November 2024

