

## FEE MANAGEMENT

### POLICY

Fees are based on operational and financial considerations to ensure sustainability of our services. Due to changes in economic, political, or legislative conditions, the Building Futures Care reserves the right to amend fees at any time. Building Futures Care will aim to provide families with as much notice as possible regarding fee amendments and will try to give families a minimum of four weeks' notice. Fees will include the agreed educator's fee and the Service Family Levy. Educators will agree a "Fee Schedule" that is compliant with the service's Policy.

### PROCEDURE

1. Parents are liable for the full cost of the contracted childcare at the commencement of care.
2. Co ordination unit will provide families with Educators agreed "fee Schedule" prior to the commencement of care. Educators will notify the Co ordination unit of any increase to fees. Co ordination unit will provide Families with Educators new Fee Schedules at least 4 week's notice to families.
3. Before and after school care contracts are for school terms only. Vacation care contracts will be put into place as required.
4. Termination of care requires a minimum of two weeks' notice in writing by either the the family or Educator and forwarded to the Co ordination unit.
5. Building Futures Care will not refer a family to another educator if the service is aware that a debt is owed for education and care.
6. Bookings – A child is enrolled according to the Agreed Hours Form that is signed by Educator, Parent and Co ordination unit and kept on Child's file.
7. Public holidays - A child enrolled on a day that falls on a public holiday will be charged for that day.
8. Absences - All absences will be charged in full and the account holder will be responsible for payment of fees for days where the child is absent. In certain circumstances a child care subsidy may be paid for allowable absences. Should the childcare Subsidy not be applicable, the account holder is responsible for the payment of full fees for the days the child is absent.
9. Fee subsidies/ Government subsidies - Childcare Subsidy may be applicable to assist with reducing the cost of fees. Building Futures Care will ensure that information is provided to families to advise them of the subsidies available however families are encouraged to research subsidies for which they may be eligible. Where the calculation of a subsidy is dependent on an account holder's unique situation, Building Futures will refer the account holder to the appropriate Government department for more information

or apply subsidies in line with Government guidelines. Account holders must comply with Building Futures Care requests for supporting documentation, should it be required, to verify and validate an account holder's entitlement to receive a fee subsidy. Fee subsidies are subject to change. Should a fee subsidy be reduced or removed, the account holder will be responsible for payment of full fees.

10. Fees - Educators are self-employed and Building Futures Care engages the educator through an Independent Contract Agreement. Building Futures Care works with educators to set fees within a specified fee range. Fees will be charged in accordance with the agreed fee schedule for each educator. Fees are calculated on session hours and charged weekly via direct debit. An account invoice / statement will be provided to the account holder weekly. Payment of the outstanding balance will be direct debited weekly from the nominated account. Failure to process direct debits will incur a failed transaction fee. The minimum booked session is in accordance to the Educators Fee Schedule (not including before and after school care) will be charged for all booked sessions.
11. Building Futures Care will be in charge of the Administration of Fees.
12. It is the responsibility of parents to pay their gap fee. The Coordination Unit will communicate and follow up with families for gap fees, however the educator has day to day contact with families and needs to assist the Coordination Unit to recover fees owed. Educator payments will not include overdue fees from parents.
13. Fee payment methods - Account holders must pay any fees owing to the Building Futures scheme. Electronic receipts will be provided on payment of fees.
14. Late collection of children - Building Futures Care family day care educators are contracted to work specific hours based on the bookings made by families and are entitled to complete the provision of care at the planned end time of the booking. The family day care educator must be telephoned if there is going to be a delay beyond your booking end time. It is the parent / guardian's responsibility to ensure the child is collected on time. If the family day care educator has not heard from a parent or guardian, they will attempt to contact the parents or guardians and the emergency contacts nominated on the enrolment form. Parents / guardians who are late collecting children after the booking end time will be charged the prescribed late fees in accordance to the Educator Fee Schedule.
15. Educator absence If for any reason a Building Futures Care family day care educator is unable to provide the booked days / hours of care for your child, you will not be charged fees for your bookings during the period of time where care is unable to be provided. (Alternate care may be able to be arranged and this Educator will charge their own fees)
16. If parents are experiencing financial hardship, we encourage them to speak to the scheme coordinator and/or appropriate administration staff to discuss various options. If a failed transition is detected the coordination unit will contact parents to discuss options as outlined in the hardship policy
17. Finalizing accounts - Reconciliation of fees will occur after the final CCS acquittal. Once the balance is known a refund will be processed by account and be organized to be returned to you. Should your account be in arrears bond will be used to cover or partially cover this.



#### FEES CHARGED BY THE SERVICE

A bond of \$100 for each child booked into care will be taken upon signing of the care contract. If care ceases this bond may be returned upon reconciliation of fees.

An administration fee levy of up to \$1.80 per child per hour will be charged to Educator's to cover administration costs.

#### Guidelines to charging fees

1. The same fee must be applied to all families using the same kind of care.
2. The fee schedule will be adjusted and set by the Co ordination unit four weeks prior to the increase of fees. The Co ordination unit, will then forward the new fee schedule onto the family.
3. The Service provider should be increasing the fees. This can be at the start of every financial year. If educators wish to negotiate a fee increase, they must request this with the Service provider. Reasons why an Educator may want to increase fees for example of completion of qualifications.
4. Fees are set by Educators in consultation with Coordinators.
5. Service provider will consider the following when setting fees: – Type of service offered – Library visits, excursions in community – Adapting service to meet needs of families – Qualifications and experiences
6. All clients using the service will be treated with the same professional approach by the educator.
7. All families will be made aware of Child Care Subsidy to assist with the cost of care.
8. It is the Service Providers responsibility to inform families of the fees that are being charged, a written fee schedule will be given to the family. In all circumstances the families need to be made fully aware of charging practices prior to the commencement of care.
9. Families will be informed that the Service provider provides Educator with a Fee Schedule guideline and will set the Fees accordingly.
10. Statements setting out Child Care Subsidy payments made will be provided to educators on a weekly basis.
11. Detailed statements to families setting out Child Care Subsidy made on their behalf to an Educator will be provided every weekly.

#### RELEVANT LAWS, SOURCES AND OTHER PROVISIONS

Date Written: February 2019

Date Reviewed: 20/01/2020

Date to be Reviewed: 20/01/2021