**Fees and Charges**

**POLICY STATEMENT**

Centipede sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

**PROCEDURES**

**Payment of Fees**

* Fees must be paid once invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service on a weekly basis. Statements will be provided to all families (Regulation 168).
* Payment can be made by direct debit or internet banking.
* If a family is having difficulties paying fees they need to contact the coordinator to discuss payment on a case by case basis.
* Failure to pay unpaid fees may result in discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor or unless a waiver of fees has been agreed to dependant on the circumstances of the family.

**Non Payment of Fees**

* Families facing hardship may discuss payment options and plans with the nominated supervisor.
* Special child care support and funding may be sourced for children under the discretion of the Nominated Supervisor and management committee for children who are at risk of abuse or neglect.
* For families with significant debt owing, debts may be reduced when an agreement ismade to organise their subsidy with Centrelink and financially contribute an agreed amount for future care of their children. This will be determined at the discretion of the nominated supervisor and management committee.

**Schedule of fees and charges**

* Families are informed on enrolment of the current fees and charges.
* Cancellation of a Vacation Care booking is required at least two weeks before the start of the school holidays. There are no cancellations, refunds or credits within two weeks prior to the school holidays starting or during the school holidays. If a child is unable to attend due to illness families need to provide a medical certificate within 1 week for fees to be waived. If a child does not attend their first or last day of care they will not be eligible for CCS.
* Change of Permanent Bookings for Before and After School Care – families are required to provide a minimum of 4 weeks’ written notice for any changes to permanent bookings including non attendance. If a child is unable to attend due to illness families need to provide a medical certificate within 1 week for fees to be waived.
* Cancellation of a Casual Booking is required at least two weeks before the casual booking. There are no cancellations, refunds or credits within two weeks prior to the casual booking. A casual booking is where a child who normally attends Before/After School Care is booked for an additional day of care during a week, or where a child who does not have a permanent booking is booked into care.
* A late collection fee is charged to the family’s account if a child is collected after the service’s closing time.

**CONSIDERATIONS**

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| **Education and Care Services National Regulations** | **National Quality Standard** | **Service policies/documentation** | **Other** |
| 168, 172, 173 | 7.3 | * Enrolment Form * Enrolment & Orientation Policy * Delivery & Collection of Children Policy * Confidentiality Policy * Governance & Management Policy * Parent Handbook. | * Child Care Management System |

ENDORSEMENT BY THE SERVICE

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| **Approval date: December 2024**  **Date for Review: December 2025** |