

▲ FEES AND TERMINATION OF ENROLMENT

▲ NQS

Element 6.1.1 Families are supported from enrolment to be involved in the service and contribute to the service decisions.

Education and Care Services National Regulations: 168 (2) (n), 232-236

▲ PURPOSE

The purpose of this policy is to outline fee payment and termination of enrolment procedures at the centre.

▲ POLICY and PROCEDURES

CENTRE FEES

Our Centre Fees include:

- Education and Care Services Fees
- Late Fees
- Administrative Fees (such as Waiting List Application Fee, Enrolment Administration Fee, Direct Debit Return Admin Fee)

FEE PAYMENT POLICIES AND PROCEDURES

- Education and Care Services Fees as levied by the centre must be paid **two (2) weeks in advance** through the Centre's nominated payment provider, or as agreed with the Accounts Officer. A copy of the centre's current Statement of Fees can be obtained from the Centre Director.
- Education and Care Services Fees are charged for booked days, including days where a child does not attend due to illness, holidays or public holidays. The daily fee is payable for each day in which the child is enrolled and is payable for the reservation of the place not the attendance of the child.
- Families must pay an Enrolment Administration Fee as per the centre's Statement of Fees once the child commences at the centre.
- It is the family's responsibility to apply for Child Care Subsidy if eligible and provide FROEBEL with the required details as part of the enrolment form or as early as possible.

- Upon CCS approval, families are required to sign their child's Complying Written Arrangement (CWA) on the Xplor Home App and confirm their child's enrolment at FROEBEL on MyGov for their CCS payments to commence.
- Families must pay full fees until Child Care Subsidy Approval has been granted by the relevant authority,
- Families must pay full fees for any non-approved absences exceeding the number of allowable absences set by the Government,
- The Approved Provider can terminate the enrolment without further notice if fees are in arrears for more than two (2) weeks and no payment arrangement has been made with the Accounts Officer.
- Families are liable for all additional costs incurred by the Centre in collecting outstanding fees should they fail to pay their fees and their place is withdrawn/enrolment is terminated or if they leave the centre.
- Families must pay a Direct Debit Dishonour Fee as outlined in the Statement of Fees for any direct debit faults, and ensure funds are available for reprocessing of payments within seven (7) days of any direct debit faults. Additional service fees for failed payments may be charged by the centre's payment provider DEBITSUCCESS. **Fee statements** will be issued in fortnightly intervals on Monday of the fee payment week. In addition, Primary Account Holders can access their current fee statement at any time through the Xplor HOME app. Our fee statements will include the child/children's full name/s, booked date, fees charged, CCS applied and amount of payment, etc.
- All families are required to sign up with the centre's **payment provider (DEBITSUCCESS)** which allows the centre to process payments automatically and to collect due fees from either the family's designated bank account or credit card (credit card surcharges charged by DEBITSUCCESS apply). Families are required to add their banking details when filling out the enrolment form prior to their child's enrolment start, later updates can be made through the Xplor HOME app. Other means of payment (e.g. cash, direct deposit, cheque) are not accepted by the centre. Accounts in arrears will be subject to enrolments being cancelled.
- If a family is experiencing financial hardship the family is encouraged to speak to their Centre Director and / or the Accounts Officer who will advise of potential support payments by the Government to ensure the continuation of the child's early education. In consultation with the Managing Director, individual payment plans may be offered for a limited time.

CASUAL EXTRA DAYS

Families are able to book Casual Extra Days as per the centre's Statement of Fees. Casual Extra Days are subject to availability in the child's room and can be requested through the Xplor Home App. The Casual Extra Day is only booked in upon receipt of a confirmation email from the Centre Director. Families can cancel the Casual Extra Day at no charge with a minimum 24 hours' notice in writing. The Centre Director or Responsible Person may cancel the Casual Extra Day with a minimum 24 hours' notice in writing should the spot be needed for a permanent booking.

CENTRE OPENING TIMES

The centre is open from 7.30AM to 6.00PM, from Monday to Friday, 51 weeks per year; closing only for public holidays and for a one-week closing period at the end of the year.

CLOSING PERIOD AT THE END OF THE YEAR

All FROEBEL services will have a one-week closing period at the end of the year (dates to be confirmed by FROEBEL). No fees will be charged for days booked on business days in this week. FROEBEL will inform families, providing no less than 12 weeks' notice, should it decide to return to operating during all 52 weeks of the year.

HOLDING DEPOSIT

FROEBEL charges a Holding Deposit of \$500 per child, payable upon receipt of the enrolment confirmation email. The payment of the Holding Deposit secures the child's placement at the centre and is payable via credit card through an online form. Upon submission of the form a confirmation email is sent to the family. The Holding Deposit will be added to the family fee account and fully credited against the family's childcare fees following commencement of the formal enrolment.

The holding deposit is non-refundable in case the family wishes to withdraw from the centre prior to the child's enrolment start. In the event a family chooses not to commence their orientation, a tax invoice will be issued confirming the payment of the holding deposit upon request.

LATE FEE

If a child is collected from the centre after 6.00pm, the family will be charged a **late fee** as outlined in the Statement of Fees. This will be added to the family's fee account. The late fee is designed to compensate for overtime payments to educators. Please note that for safety reasons we always require two educators to remain at the centre whenever children are attending the centre.

CHILD CARE SUBSIDY

Families may be eligible for the **Child Care Subsidy** depending on various factors.

Under the Child Care Subsidy, the percentage of subsidy a family is entitled to is based on their combined annual income, with more financial support available to lower income families. For more information on entitlements see:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/your-income-can-affect-it>

The provider will also assist families who may be eligible to receive **Additional Child Care Subsidy (ACCS)** by providing information on eligibility criteria and the application process as available under the following link:

<https://www.servicesaustralia.gov.au/how-much-additional-child-care-subsidy-payment-you-can-get>

Full fees must be paid until the Child Care Subsidy claim has been assessed and entitlement confirmation is received by the centre.

Under the Family Assistance Law, families can only begin to claim Child Care Subsidy (CCS) when their child begins to physically attend the centre as well as until the last physical attendance at the end of an enrolment. If the family agrees to pay weekly fees in order to reserve the placement without attending, they will therefore not be eligible to claim CCS until the child's first physical attendance.

For further information on the Child Care Package please visit <https://www.education.gov.au/childcare-FAQ>

VICTORIAN GOVERNMENT KINDERGARTEN FUNDING

Families with children in our 3 Year Old and 4 Year Old Kindergarten Program must nominate FROEBEL as their Kindergarten of choice for funding purposes. Families will be sent a survey to confirm prior to their child starting in the 3 Year Old and in the 4 Year Old Kindergarten Program at FROEBEL. For families who do not wish to nominate FROEBEL to deliver the funded Kindergarten Program, or families whose child/ren have already attended a funded Kindergarten Program their daily fees will be adjusted as outlined in the Statement of Fees. Please also refer to our Kindergarten Program Policy.

CENTRE'S RIGHT TO TERMINATE ENROLMENT

The centre reserves the right to terminate an enrolment, without notice, in respect of the child if it believes (in its absolute discretion) that to do so is in the best interests of the child, and / or other children at the centre, and / or the employees, and / or the business operations.

TERMINATION BY FAMILY / REFUNDS AFTER TERMINATION OF ENROLMENT

Termination of enrolments must be submitted by the Primary Account Holder to the centre in writing

- a) with four (4) weeks' notice in writing if notice is provided between 1 February and 30 September, or
- b) with eight (8) weeks' notice in writing if notice is provided between 1 October and 31 January.

The above notice periods also apply if families wish to decrease their child's booking to fewer days per week during any of the two time periods.

All refunds are paid by EFT into the family's nominated bank account.

For CCS adjustment in relation to termination of enrolment and in case your child is absent on the last day(s) of his/her enrolment, please contact the FROEBEL Accounts Officer.

▲ **SOURCES AND FURTHER READING**

- Children Education and Care Services National Law Application Act 2010
- Education and Care Services National Regulations
- Family Handbook
- Enrolment Agreement
- Holding Deposit Agreement
- Statement of Fees

▲ **ASSOCIATED POLICIES**

- Privacy and Confidentiality Policy
- Enrolment and Orientation Policy
- Delivery and Collection of Children - Arrival, Departure and Absences

▲ **POLICY REVIEW**

- This policy will be reviewed every 12 months.
- Families are encouraged to collaborate with the Centre to review the policy and procedures.
- **Last review:** 25/08/2023
- **Next review:** 25/08/2024