

POLICY & PROCEDURAL STATEMENTS

Topic: Early Learning – Payment of Fees

Policy: Avenue Neighbourhood House at Eley Inc. ANH@E is committed to providing quality, affordable and equitable childcare. Every effort will be made to keep the early learning fees to a minimum.

Relevant Legislation

- Education and Care Services National Regulations (regulation 168)
- National Quality Standard 7

Fees:

Payment of a full term's fees in advance is encouraged and will result in a discount (please see below). If payment of fees in advance is not possible, weekly payments will be accepted if this has been discussed with either the House Manager or Director of Childcare, however the discount will not apply.

Discount:

A 5% discount will be given to those families who pay their term's fees in full within the first two weeks of the term. We recognise that for some families in our community the financial cost of care can be a barrier to accessing our service. Anyone experiencing financial difficulty is requested to discuss the matter with the Director of Childcare who will consult with the House Manager, who will endeavour to come to a mutually satisfactory arrangement. These discussions will be strictly confidential.

Payment of fees:

Payments can be made by cash or credit card at Reception or online banking (see Reception for banking details).
Receipts are issued with each payment received.

Late Fee:

This fee applies to people who are late collecting a child/or children from Early Learning. The current rate is as follows:

\$2.50 for the first 5 minutes parents/carers are late.

\$1.00 for each minute after the first 5 minutes.

Parents/carers will be given a verbal warning in the first instance.

Due to Department of Education guidelines we are unable to perform end of session cleaning and administrative duties whilst the children are still in our care.

In addition, Department of Education registration conditions clearly stipulate that Avenue Neighbourhood House @ Eley Inc. is licensed to mind children for one five hour period in any one day.

If a parent/carer has a concern with this issue they may speak directly to the Director of Childcare or the Manager.

Credit Note:

If parents/carers receive a credit note from the House, that credit must be used in the term in which it was issued, or they risk losing the credit.

Outstanding Fees:

If child care fees become outstanding for one week, the family will receive a phone call from the Director of Childcare requesting payment.

Fees outstanding for more than two weeks may result in the cancellation of care.

If at any time a family is having difficulty paying fees please discuss with the Director of Childcare and/or House Manager as we will endeavour to assist and make arrangements that are mutually acceptable.

Variations to days:

From time to time your family's child care needs may change, either temporarily or permanently, and therefore, we understand that you need a flexible child care service that is responsive to your family's changing needs. With your assistance, the Director of Childcare can co-ordinate the changing needs of families to better respond to individual requests for additional care, and to enable permanent changes to bookings to take place smoothly within the Centre. You will understand that due to our high utilisation of child care places we cannot always co-ordinate the changing needs of families to accommodate all requests however, we have a commitment to providing you with a flexible and responsive service, so you can be confident that we make every effort to do so.

To assist us in responding to yours and other families' needs, please direct any notification of temporary or permanent cancellation of care, requests for additional care or forthcoming changes to your child's attendance's to the Director of Childcare as early as possible.

Absences:

To ensure accurate child/staff ratios and to give parents/carers on the Early Learning waiting list the offer of a place, it is imperative that we are given 24 hours' notice if a child is going to miss a session. If no notice is given that a child will not be attending Early Learning, it is expected that we will receive full payment for that session.

If less than 24 hours' notice is given that a child will not be attending Early Learning, half fees for that session may be charged, depending on the circumstances. If a child is ill on the morning they are due to attend, parents/guardians are asked to ring before 9:00am and they will not be charged for that session. Parents/Guardians are encouraged to use the after-hours answering machine service.

Levies

It is expected that all families will pay an annual toy and maintenance levy fee that will be set by the Committee of Management. For families who access the service mid-year, a pro rata levy will apply.

Policy Review

This policy will be reviewed annually unless there are any regulatory or legislative requirements and/or any feedback from staff, parents and the community.

This policy was previously Early Learning Fees and Discounts and renamed August 2017 to Early Learning Payment of Fees.