9.1 PAYMENT OF FAMILY SERVICE FEES AND PROVISION OF A STATEMENT OF FEES CHARGED BY THE SERVICE

Policy Statement:
Mackay Family Day Care Scheme is committed to affording all families the opportunity to enrol their children with our service, and provides a clear, transparent and inclusive fee structure.

Background:
The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for the payment of fees and the provision of a statement of fees charged by the service.
Mackay Family Day Care Scheme is required by the Commonwealth to set the scheme's fee charging schedule and establish the scheme's fee charging policy. Educators contracted to Mackay Family Day Care Scheme are required to comply with the service's fee charging schedule and policies.

Legislative Requirements:

Section/regulation	Description
Regulation 168	Education and care service must have policies and procedures.
Regulation 169	Additional policies and procedures – family day care.
Regulation 170	Policies and procedures to be followed.
Regulation 171	Policies and procedures to be kept available.
Regulation 172	Notification of change of policies or procedures.

ENROLMENT FEE:
The Enrolment Fee is paid once per family at the time the first child is enrolled at the service. The amount of the enrolment fee will be set by the approved provider and periodically reviewed to ensure it meets the operational needs of the service.

Procedures.

1. An invoice for the enrolment form is sent to the parent/guardian electronically once the child's enrolment information is entered into Harmony.

2. The enrolment form must be paid via Pay Now or BPay.

3. Families will be issued a receipt following payment of the enrolment fee.

4. The enrolment fee is not refunded when care ceases. In certain circumstances (at the discretion of the manager) a refund may be offered to the family.

CHILD SERVICE LEVY:
In order to provide an income to support the operation of the service, a fee for service is charged to all families with a child or children in care with the service. The amount of the per child, per hour levy will be set by the approved provider and reviewed periodically to ensure it meets the operational needs of the service.

Procedures:

1. The Child Service Levy is added to the fees charged by the educator, prior to the application of the family's CCS percentage.

2. The invoice received by parents weekly will clearly specify the amount charged for the child service levy.

3. Parents are required to pay the total amount of any invoice received by the due date.

FEES CHARGED BY EDUCATORS:
Each Educator who operates as part of Mackay Family Day Care Scheme will set a fee for each category of care provided.

Procedures:

1. The service will set the "Schedule of Fees" which will include all categories of education and care offered.

2. The educators written "Fee Schedule", submitted on the service template for service approval must clearly state the educator's name, address and, if applicable, trading name.

3. An educator who wants to set a fee for education and care outside the service "Schedule of Fees", must provide clear written justification for consideration by the service when submitting their "fee Schedule" for service approval.

4. The educator must provide a copy of their approved "Fee Schedule" to families prior to commencement of care.

5. Additional fees and charges specified in the educator's fee schedule may be applied at the discretion of the educator.

6. Educators and families must abide by all General fees, charges and conditions as specified in the educator's fee schedule.

7. Educator fees may be adjusted up to twice in a twelve month period, unless otherwise agreed by the scheme.

8. Changes to fees must be submitted to the service for agreement two weeks prior to the written notice of changes being provided to families.

9. The educator must provide at least two weeks written notice to families of any increases to educator's fees and charges.

PAYMENT OF FEES BY FAMILIES:

Procedures:

1. All families must pay their CCS gap fees to redPAY via direct debit, BPay or Pay Now.

2. redPAY will provide parents with an invoice indicating the amount payable for each week of care.

3. redPAY will issue parents with a receipt for all monies received.

4. If payment of fees is not received by the due date, parents will receive a reminder email regarding payment.

5. If payment of fees becomes one week in arrears, parents will be contacted by the scheme. If payment is not received within one week, or a satisfactory payment plan put in place, care will be terminated.

6. Co-Ordination Unit staff will not refer a family to another educator if a debt is owed for education and care that has been provided.

Date Implemented	Review Due	Date Reviewed	Date Updated	Source
2010 April	2010 April 2012 April 2013 October 2015 April 2016 October 2018 April 2019 August 2021 February 2021 November 2022 January 2024 January 2024 December 2026 June 2026 September 2027 May 2027 September	 2013 October 1015 April 2016 October	2010 October 2018 February 2018 August 2020 May 2020 July 2022 July 2023June 2024 December 2025 March 2025 November 2026 March	• Child Care Service Handbook