



## **Payment of Fees Policy**

### **Policy**

This policy outlines the management of fees payable to Cubby House on Campus. This applies to

- standard care fees payable during core operating hours; and
- fees that are incurred outside core operating hours

### **Advice to parents, carers or guardians**

This policy outlines the legal requirements for any party that is financially liable to the child/ren either currently enrolled or to be enrolled at Cubby House on Campus. This definition covers parents, carers and legal guardians.

This policy is provided upon enrollment.

### **Background**

Cubby House on Campus is a not-for-profit organisation. Fees are used for the daily management and running of Cubby, which the Centre Director and the Board of Directors are accountable for.

Cubby has a legal responsibility to maintain correct staffing ratios per child; outside core hours, this cannot be guaranteed.

### **Schedule of Fees**

- Fees are due the Friday after the end date for the statement of account.
- The statement of account is sent at the beginning of the billing period, so there is approximately 2 weeks in arrears on the statement.
- Fees are to be paid on or by the last Friday of the billing period as per the date and amount due on the statement of account. Any subsidies are applied prior to direct debits being taken. For families that may require time to bring their accounts into alignment, this will be taken into consideration with the implementation of this policy and at the discretion of the Director, with a written agreement in place either formally or via email.
- Fees can be paid by
  - direct debit,

- bank transfer or
  - pre-tax payment for ANU staff members (salary sacrifice).
  - **Cash payments for fees will NOT be accepted.**
- Any increase in standard fees will be advised a minimum of 6 weeks in advance via email and notification posted at Cubby House on Campus.
  - Statements are emailed to families fortnightly. If paper copies are required, this can be arranged with the Director or Administration Staff.

### **Out of hours fees**

- Children that are attending Cubby House on Campus outside the core operating hours will incur additional fees; this includes late pick up or signing a child in prior to opening hours.
- The fee is \$60.00 per hour, applied in 5-minute increments (or part of). e.g., if a parent, carer or guardian is 12 minutes late, they will incur a fee for 15 minutes.
- Out of hours fees will be added manually to account statements.

### **Payment of Account when ceasing care**

- It is the parent's responsibility to ensure payment is made within 2 weeks of the date of statement. If you have had a direct debit in place this will be used to finalise your account.
- If the statement is not paid in full, within 2 weeks and no payment agreement has been entered into, Cubby House will refer the matter to Debt Collectors.

### **Responsibilities**

#### Parents, Carers or Guardians

- Upon acceptance of a position with Cubby House on Campus, parents, carers or guardians also accept the responsibility of payment of fees in accordance with this policy.
- Parents, carers or guardians are responsible for lodging all applicable forms with Centrelink as there are timeframes involved for Centrelink to process all claims this should be done in a timely manner.
- Parents, carers or guardians are responsible for advising the Director of any circumstances that may impact payment of fees. A payment arrangement will be negotiated with the Director that takes into consideration the circumstances.
- If fees are 2 weeks or more in arrears with no payment arrangement in place, the Director will refer the matter to the Board.
  - The Board will then determine if care is to be suspended until a payment arrangement is in place.

- If no payment arrangement can be negotiated, the Board may determine that enrollment is to be refused and the account referred to a debt collector.

Director

- The Director may delegate some responsibility relating to fees to an Admin; the extent and duration of this responsibility is at the Directors discretion and will be communicated to any affected families.
- The Director has the discretion to accept or refuse an arrangement regarding payment of fees; this will consider the circumstances that have created the debt, the amount of the debt and the proposed arrangement.
- The Director has the discretion to remit payment of out of hour's fees a parent, carer or guardian may incur.
- The Director is to advise the Board if a parent, carer or guardian is more than 2 weeks in arrears and there is no payment arrangement in place.

Board

- The Board is to endorse any increase to fees. Any change in fees will not exceed the maximum hourly rate cap as determined by the Department of Education.
- When the Director refers any arrears to the Board, they will determine if care is to be suspended until a payment arrangement is in place. The Board will attempt discussion with the family prior to care being suspended.
- If no payment arrangement can be negotiated, the Board may determine that enrollment is to be refused and the account referred to a debt collector.
- The Board may nominate a person other than the Director to manage any arrears. This may be a specific Board member or an external person.

<i>Policy Action</i>	<i>Process Development</i>
Sources/ Further Reading	Education and Care Services National Law (ACT) Act 2011, Regulation 168 (2), 171 (2) & 172  National Quality Standards 6.1.3, 7.1, 7.1.2,

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