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INDIVIDUAL PROCEDURES INCLUDED:	
OTHER DOCUMENTS/ LEGISLATION TO BE REFERENCED:	<ul style="list-style-type: none"> <li>• Enrolment Policy</li> <li>• Service Handbook</li> <li>• Schedule of Fees</li> </ul>

### Purpose

St Nicholas is a welcoming and safe environment for children and young people that provides education services spanning early education, out of school hours care and vocational education.

### Policy

St Nicholas will offer services at fees that are adequate to provide high quality education and care for children within vibrant environments that support quality educational programs and St Nicholas' financial viability, whilst keeping fees at an affordable level for families and relative to the market.

St Nicholas will provide information on fees and associated provisions within the Schedule of Fees contained in the Service Handbook.

#### Periodic Fee Review

Fees will be reviewed and approved periodically by the Diocese. Families will be provided with a minimum 2 weeks' notice for any fee changes.

## Debts/Unpaid Accounts

Fee debts will not be carried over into a new calendar year. A child/ren's enrolment for a new calendar year is dependent on his/her fees being up to date. Fee debts will also not be carried into a vacation care period (OOSH only). A child/ren's enrolment for a vacation care period is dependent on his/her fees being up to date. St Nicholas reserves the right to suspend or refuse care where fees are not kept up to date.

## Definition

For the purpose of this policy, fees can mean:

- "Daily Fees" for each age room (Early Education) are based on the level of care staff are required to provide to children. Daily Fees are payable for all absences including holidays and sick days. Daily Fees are also payable for public holidays where the centre is closed, and the day is a scheduled attendance day.
- "Session Fees" are set for each service type in OOSH, being before school care, after school care and vacation care. Session Fees are also payable for all absences including holidays and sick days. Session Fees are also payable for public holidays where the service is closed, and the day is a scheduled attendance day during school term.
- "Miscellaneous Fees" are not eligible for Child Care Subsidy Scheme and are not based on hours. Miscellaneous fees include, but are not limited to the following:
  - a) "Late Collection Fees" are fees associated with the late collection of children.
  - b) "Late Payment Fee and Arrears" will incur a late payment fee to be charged for each occasion. All payments of fees received by St Nicholas after the due date shown on the invoice are deemed late.
  - c) "Missing Child Fees" are fees associated with child/ren not attending after school care and the service needing to search for the child/ren.
- "Security Bond" (Early Education only) equivalent to 2 weeks' full fees, is payable in advance for each child who attends St Nicholas. The security bond is payable within two weeks of the offer of enrolment but before the child commences at St Nicholas and is repayable at cessation of care once a child's Child Care Subsidy (if applicable) has reconciled.
- "Enrolment Fee" is a once off non-refundable \$50 fee (Early Education) \$25 fee (OOSH) paid upon acceptance of position to secure enrolment. St Nicholas will not charge enrolment fees for Early Education where a bond is paid immediately upon enrolment.
- "Direct Debit" is a transaction where fees owing will be debited from an agreed bank account or credit card (Visa and MasterCard only accepted). This will be completed via the St Nicholas Direct Debit collection service. These services are currently provided by Debtsuccess Pty Ltd.
- "10-hour Session Fee" (Early Education only) is equivalent to the Daily Fee and applicable to children in care for 5 days per week not attending more than 10 hours per day.

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- “Alternative Payment Arrangement” is where, by arrangement with St Nicholas, fee payments are not made by Direct Debit, fees are paid either by EFTPOS or PayNow (Xplor – OOSH only).

## Payment Method

All fees are to be paid by Direct Debit via the St Nicholas Direct Debit collection service. These services are currently provided by Debtsuccess Pty Ltd. An Alternative Payment Arrangement can only be entered into in exceptional circumstances. An Alternative Payment Arrangements form must be signed, agreeing to the terms and conditions and can only be arranged by the agreement with the Billing Team.

The client will provide authorisation for the direct debit using either:

- Paper based enrolments: the Direct Debit Request Form with terms and conditions per the DDR Service Agreement,
- Online enrolments: QK enrol (Early Education) or Xplor (OOSH).

Direct Debit requests will detail the applicable financial institution account number, start date and frequency of payment. Direct Debits will be processed for the outstanding balance of the client’s fee account.

Fees are payable to the Direct Debit collection service on Direct Debits:

- Transaction fees of Direct Debits drawn from bank accounts - St Nicholas will pay these fees
- Transaction fees for Direct Debits drawn from credit or debit cards - will be passed on to client’s accounts at the current charge rate % times the transaction amount. These fees are as set by the relevant financial institution.
- Where the St Nicholas Direct Debit collection service has a Direct Debit returned by the client’s financial institution as unpaid, a failed payment fee will be charged to the client. In this instance, the client’s financial institution may also charge a fee. St Nicholas will take the following action:
  - Early Education: families are contacted to advise of the failed payment and asked to make the payment via EFTPOS by the day of the next scheduled direct debit. If payment is not made by this day a \$15 late payment fee will be charged and the next scheduled direct debit will be increased to include the failed payment.
  - OOSH: families are contacted to advise of the failed payment, the next scheduled direct debit will be increased to include the failed payment amount as well as the current fees. A \$15 late payment fee will be charged.

It is the client’s responsibility to ensure there are sufficient clear funds in their account to allow the debit payment to be made.

Clients are required to provide St Nicholas with a minimum of 24 hours’ notice should you wish to stop or defer a Direct Debit.

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## Bond Refunds (Early Education only)

Bond Refunds cannot be processed until Centrelink reconciles a child's Child Care Subsidy (if applicable). Upon giving notice to cease care, families must complete a bond refund form. Any outstanding fees will be deducted from the bond refund.

## Scope

The policy relates to all early education and out of school hours care services provided by St Nicholas which are determined to be subject to fees being paid. This policy does not apply to St Nicholas Pathways.

## Policy Context

This policy should be read in conjunction with the Enrolment Policy, Enrolment Application, Schedule of Fees and the Direct Debit Request form and Service Agreement.

## Relationships to Standards

Std 7: Leadership and Service Management

## Responsibilities

The Director/Nominated Supervisor is responsible for applying fees to the children being educated and cared for by the service and their families.

The Executive Director is responsible for approving the periodic review of fees.

## Legislative/Professional Guidelines

*Education and Care Services National Regulations and associated National Quality Standards*

<http://www.acecqa.gov.au/national-regulations>

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