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INDIVIDUAL PROCEDURES INCLUDED:	<ul style="list-style-type: none"> <li>10.1 Fee Payment Procedure</li> <li>10.2 Alternate Payment Procedure</li> <li>10.3 EFTPOS receipting and Entering Payments</li> <li>10.4 Bond Payment Procedure</li> <li>10.5 Bond Refund Procedure</li> <li>10.6 Debt Collection Procedure</li> </ul>
OTHER DOCUMENTS/ LEGISLATION TO BE REFERENCED:	<ul style="list-style-type: none"> <li>• Fee Policy</li> </ul>

## 10.1 Fee Payment Procedure

### Purpose

To provide direction about setting and paying fees.

### 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.
- Billing is responsible for monitoring family payments and ensuring accounts are paid. Billing is also responsible for applying miscellaneous fees to accounts.
- The Centre Directors/Nominated Supervisors are responsible for advising Billing of any miscellaneous fees to be charged.
- The Centre Directors/Nominated Supervisors and Area Service Managers (ASMs) are responsible for working with Billing and families where accounts are unpaid.

### Setting Fees

- Fees will be reviewed and approved periodically by the Diocese. Families will be provided with a minimum of 2 weeks' notice for any fee changes.
- St Nicholas will provide information on fees and associated provisions within the Schedule of Fees contained in the Service Handbook.

### Paying Fees

- All fees are to be paid by direct debit via the St Nicholas Direct Debit collection service. These services are currently provided by Debitsuccess Pty Ltd.
- Fees must be in advance by one week at all times (Early Education)
- Account balance must remain paid in full to the end of each week, net childcare subsidies (OOSH)
- 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 up to date.

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**Reference:** *Education and Care Services National Regulations*  
*2018 National Quality Standard (NQS)*  
*Child Care Provider Handbook*

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## 10.2 Alternate Payment Procedure

### Purpose

To provide direction about the payment methods accepted where a family is unable to make payments via Direct Debit (DD), as well as providing direction where a family is required to enter a payment plan for outstanding monies owed.

### Procedure

All fees are to be paid by direct debit via the St Nicholas DD collection service. Where a family is unable to pay via DD they must complete an Alternative Payment Arrangement (APA) form which is subject to approval.

### Responsibilities

- The Director/Nominated Supervisor is responsible for ensuring all families are aware of payment options and have completed the APA form if this is deemed suitable. The Director/Nominated Supervisor is responsible for submitting APAs to Billing and is also responsible for monitoring payment of APAs.
- Billing are responsible for entering APAs into the billing system. Billing will monitor APAs to ensure Centre Directors/Nominated Supervisors follow procedure and ensure APAs are kept up to date.
- Families are responsible for ensuring good account conduct and payment in a timely fashion.
- The ASMs are responsible for liaising with families where a family does not follow an APA and remains unresolved, resulting in escalation.

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## 10.3 EFTPOS receipting and Entering Payments

### Purpose

To ensure timely receipting of EFTPOS payments made by families into QikKids and Xplor billing system, as well as ensuring direct debit calculations are accurate.

### Procedure

EFTPOS payments must be settled daily and recorded on the weekly billing report.

### Responsibility

- EFTPOS payments must only be processed by the Centre Director, Assistant Director or Billing Officer.
- The staff member who has processed the EFTPOS payment on the EFTPOS terminal is responsible for entering payments into the billing system on the day of the payment.
- The Centre Director is responsible for settling EFTPOS payment by the end of each day and ensuring accurate payment details are recorded on the weekly billing report.
- Processing EFTPOS payments and receipts in, should not be completed by the payee. In circumstances where the Director is making a payment for their child's fees via EFTPOS, the Assistant Director shall process the EFTPOS payment, and enter this in billing system, to ensure sufficient audit controls are maintained.

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## 10.4 Bond Payment Procedure (Early Education Only)

### Purpose

To ensure all families enrolled at a St Nicholas Early Education Centre pay a bond equivalent to two weeks full fees prior to the commencement of their enrolment.

### Procedure

A security bond is payable within two weeks of the offer of enrolment and must be paid in full before the child commences at St Nicholas. Families must pay their bond via EFTPOS at their Centre of enrolment or through QK Enrol. A family can pay their bond in instalments, provided the full amount owed is paid prior to their commencement. A family will only not be required to pay their bond prior to commencing care where a child/ren has an emergency placement with DCJ. Children entitled to Additional Childcare Subsidy entitlements are required to pay a bond. This bond can be paid by a third-party provider and receipted by Billing to the Provider.

### Responsibility

Centre Directors must:

- Ensure all families pay their full security bond before a child commences care.
- Where bonds are paid via instalments, the Alternative Payment Procedure must be followed as per 10.02.
- Ensure where a child permanently increases their days of care that their bond is also increased.
- Ensure the bond payment is entered into Qikkids where applicable (non QK enrol entres) and bonds are entered onto the billing sheet.
- Billing will regularly audit family accounts to ensure bonds equivalent to two weeks full fees are held for all children. Billing will review billing sheets completed by Centre Director and transfer bonds in Qikkids.

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## 10.5 Bond Refund Procedure (Early Education Only)

### Purpose

To ensure fees are not charged to the family's fee account past their effective finish date and all residual funds are refunded to the nominated account by the parent.

### Procedure

Centre Directors ensure families complete Bond Refund Form, once complete this is sent to Billing for reconciling and processing. Bond refunds are processed by Finance to a families nominated bank account on a weekly basis.

### Responsibility

Centre Directors:

- Upon receiving Cessation of Care Form from families Centre Directors must:
  - End the child's booking in Qikkids on their effective end care date.
  - Provide families with a Bond Refund Form. Once form is completed by family it must be sent to Billing immediately via the finance email address.
  - Record family details on the weekly billing report to ensure billing and finance are aware of end care date.
- Billing will transfer the family's bond from the bond account to the general account once the child has ceased care, childcare subsidy has reconciled, and the last payment has been debited (or on request from the family to offset final two weeks fees). Billing will liaise with Finance to ensure balance owed is transferred to the families nominated account.
- Finance will ensure payments are made to families nominated account.

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## 10.6 General Debt Collection Procedure

### Purpose

To ensure family accounts are paid as per the St Nicholas Fee Policy.

### Responsibility/Procedure

#### Phase 1 – First Dishonour

- Billing emails family to advise their account has dishonoured.
- Where a family does not respond to the email regarding their dishonour Billing contacts family via phone and requests payment via EFTPOS.
- All payments must be made within 24 hours of initial dishonour email from Billing. If payment is not made within 24 hours of notification of the dishonour a late payment fee is charged.
- Billing maintains a dishonour register.

#### Phase 2 – Second Dishonour

- Billing Officer emails family detailing the dishonour, dishonour fee and payment that is outstanding to be paid by EFTPOS either:
  - directly at the centre or service, or
  - to the Billing Officer over the phone.
- Email outlines that further DD dishonours will result in escalation of matter to the Centre Director/Nominated Supervisor and the ASM.
- Refer to 10.06(a) Alternative Payment Procedure if full payment is unable to be made

#### Phase 3 – Centre Director/Nominated Supervisor and ASM Referral

- If phase 2 has been unsuccessful, Billing refers the matter to the Centre Director/Nominated Supervisor and the ASM who will make contact with family via email and/or phone to arrange suitable payment plan.

#### Phase 4 – Executive Manager – Operations and Staffing Referral

- If Phase 3 has been unsuccessful, the ASM refers the matter to the Executive Manager to make final contact with family with notice of suspension or termination of place and outstanding fees required.

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**Phase 5– Diocese Fee Management Officer Referral**

- With approval from the Executive Manager the Finance Business Partner refers the matter to the Diocese Fee Management Officer, requesting the preparation of a Letter of Demand.
- If family have not made contact by the deadline date, refer to Phase 6.

**Phase 6 – External Debt Collection Service**

- With approval from the Executive Manager the Finance Business Partner refers the matter to an external debt collector.

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## 10.6 (A) Debt Collection Procedure – Alternate Payment Arrangement

### Purpose

To provide direction where a family is unable to make full payment of outstanding fees.

### Procedure

Where a parent is unable to make full payment of outstanding fees they can elect to enter an Alternative Payment Arrangement (APA). A family must complete an Alternative Payment Arrangement Form outlining the weekly fees to be paid over a maximum 6 week period.

### Responsibilities

Refer to section 10.02 Alternative Payment Arrangement

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