



Kalaya
**Children's
Centres**
for Early Childhood
Development and Parenting



Kalaya Children's Centre Fee Policy

SCOPE

- The policy applies to all parents/guardians with children enrolled in the centre.

PURPOSE

- To ensure the centre complies with relevant legislation.
- To ensure the centre provides clear direction on childcare and preschool fees for parents/guardians.

Procedures

- Setting Fees

The management committee in consultation with the site director will determine the fee level that enables delivery of a high quality care and education program including the required adult to child ratios for staffing at a minimum. This will be review annually.

- Payment of Fees

All families must sign the agreement to pay fees included in their enrolment package.

Accounts are issued **weekly** via email, or family pigeon holes.

Fees can be paid through direct debit, bank transfer, Centrepay or on card in the front office. The centre does not accept cash for payment of fees.

Families are responsible for resolving outstanding CCS matters with Centrelink.

Unless negotiated in writing all fees due must be paid within 7 days of account being issued.

Receipting of Fees

An official receipt that includes all details to meet Commonwealth Child Care Benefit requirement, will be issued for all monies received.

Non Payment of Fees or Debt Management

1. Families who have an account outstanding for 2 weeks will be given a reminder notice/email/text message from the centre administration.
2. Following further non payment of fees families will receive a phone call from the centre director **or** member of management committee to negotiate immediate payment or payment options.



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3. Attendance at the centre will be refused until all outstanding fees are paid or suitable arrangements for payments plans are made with the director

Additional information regarding fees

Two weeks' notice is required to change or cancel bookings, and fees will remain the same until the fortnight has passed.

Families will be charged 100% of the fee for absences due to illness (ex Covid) and 50% of fees for public holidays for childcare bookings.

Preschool bookings will be charged at 100% of the fee for absences and public holidays.

Difficulties with payment of fees

- Families who are experiencing financial hardship or an alteration to family circumstance, need to inform the director and negotiate a suitable arrangement to pay fees.
- The agreement will be written and signed then kept at the centre for future reference.
- Periods of care may need to be negotiated should the difficulties remain for an extended period.

Nb: Signatures required on the next page

Kalaya Children's Centre

Fee Policy and Procedure

Updated June 2022

Kalaya Children's Centre
Fee Policy and Procedures
Updated June 2022



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Request for booking cancellations to be implemented must be made 2 weeks prior to the requested leave. Please call or email the Centre to make a cancellation.

* Parents are requested to read and sign this policy on enrolment.

I/we agree to pay weekly: Print name: _____
Signature: _____
Date: _____

I/we agree to pay fortnightly: Print name: _____
Signature: _____
Date: _____

Four weeks of non-attendance without communication to the Centre will result in the cancellation of your bookings.

For any other payment agreements please speak to the Director.

In accordance with Quality Area 7: Leadership and Services Management

To support effective leadership and management of the service that contributes to quality environments for children's learning and development. Well-documented policies and procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a learning community. An ongoing cycle of planning and review, including engagement with families, creates a setting for continuous improvement.

Element 7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service.

Reviewed: August 2022

Next review: August 2023

Reviewed and approved by: Management Committee