



Marton Activity Centre

MAC Policy

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	Amendment No	: 7
	Quality Area	: MACQA7
	Approved By	: Management
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POLICY STATEMENT

Marton Activity Centre sets fees in accordance with its annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The Management Committee will review fees throughout the year to ensure the services remain financially viable.

SCOPE

This policy applies to the children, families, staff, management and visitors of Marton Activity Centre.

PROCEDURES

The fee structure of Marton Activity Centre includes:

MEMBERSHIP AND ENROLMENT FEE

- The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.
- A membership fee of \$ 45.00 is payable on an annual basis.
- Returning families may be eligible for an early bird re enrolment fee within set dates.

BOOKINGS AND CANCELATIONS

- Each family is expected to make bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full and paid the Enrolment fee.
- Families wishing to cancel their child's place at the service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks childcare fees to the service. CCS cannot be claimed if the child does not attend during the notice period and full fees will apply.
- Casual bookings are to be booked no more than two weeks in advance. Bookings can be made the day before or on the day if spots are available and staffing. To cancel a casual booking, you must cancel the day before by 5pm. Any cancellations after 5pm the day before and onwards will be charged the casual booking.

CHILDCARE SUBSIDY

- Families who are eligible for the Federal Government's Child Care Assistance subsidies will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with Centrelink via MyGov.
- The service will provide families with information relating to Additional Child Care Subsidy.

ABSENCES

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy (CCS) in relation to allowable absences.
- Absences are for the financial year, July to June each year. Absences will carry over from other services.

BEFORE OPERATIONAL AND LATE COLLECTION FEE

- The service operates from 7.00am to 9.00 am and 2.30pm to 6.00 pm. Staff are not able to accept children in the service outside of these hours. Should children be present before operational start time and after the closing time, an early/late fee of \$ 20.00 per ten minutes or part thereof will apply.
- The hours and days of operation of the service will be displayed prominently at the service (Regulation 173).

- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service.

NON-ATTENDANCE FEE

- A non-attendance fee will be charged when children are booked into MAC and there is no notification of absence. For welfare reasons it is required for a staff member to call the parents to ensure the child/children are safe. The fee charged will be \$15.

NO PREARRANGED ATTENDANCE FEE

- A fee will be charged to families when their respective children arrive at MAC without a booking. For welfare reasons it is required for a staff member to call the parents to ensure the child/children are to be at MAC. The fee charged will be \$15.

INCREASE OF FEES

- The fees are set by the MAC management committee to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase (Regulation 172).

ACKNOWLEDGMENT OF RESPONSIBILITY TO PAY FEES

- Families are required to read and sign the Parent/Guardian Declaration & Agreement in the enrolment form which includes all fees that are incurred at Marton Activity Centre.

METHODS OF PAYMENT

- Payment method is via iDebit Pro direct debit system. Forms are available at the Centre and Marton Activity Centre website. Payments will be deducted from the nominated account as requested on the direct debit form. Payments made from Mastercard or Visa cards will incur a fee (\$0.10+ 1.55%) which will be added to the family's fees.
- The service does not accept cash or cheque payments.
- Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected (Regulation 172).

PAYMENT OF FEES

- Fees must be paid once Invoiced, within the stated due date
- Failure to pay fees will result in debt recovery action being taken and discontinuation of care for the child. If necessary, a repayment schedule for the unpaid fees will be negotiated with the Nominated Supervisor.
- Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-Ordinator or Administration officer as soon as the difficulties arises. Alternative payment arrangements may be negotiable through the Co-Ordinator or Administration officer in these circumstances.

DEBT RECOVERY

- The Approved Provider reserves the right to act to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as follows:
 1. An initial email stating fees are overdue will be sent 7 days after the fees due date. A late fee of \$ 20.00 will be added to the invoice.
 2. If payment is not received, families will be invited, by telephone/email, to attend a meeting with the Administration officer, Nominated Supervisor and Treasurer within 7 days to discuss a payment plan.
 3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered, the child will be unable to attend the service.
 4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
 5. The MAC management committee will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

SERVICE CLOSURE

- No fee is charged while the service is closed during school holidays including Pupil Free Days and Public Holidays

CONFIDENTIALITY

- All information in relation to fees will be kept in strict confidence. Members of staff and MAC management committee will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

REVIEW

- This policy will be reviewed every year and the review will include the Marton Activity Centre Management Committee, Families and Interested Parties

CONSIDERATIONS

NATIONAL QUALITY STANDARDS (NQS)

Quality Area 7: Governance and leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management System	System in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and supported effective decision making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

Education and Care Services National Regulations and National law NSW		
Reg	168	Education and care services must have policies and procedures
Reg	181	Confidentiality and storage of records

SOURCE

Child care Management system

SERVICE POLICIES/ DOCUMENTATION

Polices	Documents
Enrolment and Orientation Policy	Enrolment Form
Delivery and collection of children policy	Parent handbook
Confidentiality Policy	Fee Schedule
Governance and Management Policy	