



## FEES AND OPERATING HOURS

### HOURS

The Centre is open between 6:30am and 6.30pm. Parents / Guardians are expected to notify the Centre if the child(ren) are to be absent from the Centre for the day.

The Centre will operate throughout the year with the exception of public holidays and over Christmas.

Advanced notice of the closure dates will be given.

### Late Fee

A late fee of \$15 for every 15 minutes (or part thereof) after 12.30pm and 6.30pm (or end of session) is chargeable to parents / guardians who are late to pick up their child(ren).

The late fee is automatically added to your account.

The Centre is a non-profit Centre. This means that all money received from parents' fees is used to pay staff wages and running costs. Grants received by the Centre are for specific purposes.

Parents must apply to the Family Assistance office for child care benefit.

If there are any changes in family income/circumstances, it is the parents' responsibility to contact the Family Assistance Office and be reassessed. Refer to Family Assistance Office regarding the 50% CCR

An annual Equipment and Building levy is required to alleviate the pressure that working bees and fundraising events have on the MC although your participation is welcomed. The levy will be set by the Committee and will be payable in July per family per year.

**The full fee is to be paid regardless of public holidays, holidays or absence through sickness or any other reason.** CCB will be paid for 42 allowable absences and for any sick days where a sick certificate is provided to the Centre.

The Centre fees are calculated with a two-week bond up front, and issues bills weekly in arrears. Accounts must be paid weekly to LFCCC Inc. unless otherwise agreed to by the director. If paying by cash, it must be given to the Administrative Officer or the Director and receipted immediately or placed with the slot at the front counter and clearly marked with your name, date and amount. Payment slip and money bags can be found next to the front door.

If fees exceed the two-week bond, the account is considered overdue and parents may forfeit their booking at the Centre. Please refer to Centre's policy on payment of fees.

Fees are not charged when the Centre is closed for the Christmas closure.

### Payments of fees policy

The purpose of this policy is to provide a framework under which the LFCCC and its Directors, can protect the financial viability of the Centre by ensuring the prompt payment of family fees, and the successful collection of any outstanding monies.

### **Payment of fees**

It is required that all families pay their child care fees weekly, unless special arrangements have been made with the Director, in writing, that the fees be paid monthly.

### **Definitions**

#### **An account is overdue when:**

The amount owing is greater than two weeks of the family's fees

#### **An account is outstanding when:**

The amount paid in any four week period is less than 50% of the total due; or No payment has been made for a period of six weeks; or there is money owing after a child has left the Centre

### **Overdue / Outstanding accounts**

The following procedure will apply to all overdue / outstanding accounts:-

- 1) A reminder sticker will be put on the account.
- 2) The Clerical Officer or Director will ring the account holder.
- 3) If no response to step one and two, the Director shall inform the Treasurer who will send a letter requesting contact be made with the Director, within seven days, or this matter will be put in the hands of a Collection Agency, and the child's/ren's place/s cancelled.
- 4) The MC to be notified at their following meeting that step three has been implemented.

### **Debt Collection**

Where a family has failed to comply with a request for payment as noted above, the outstanding debt will be placed in the hands of a Collection Agency.

### **Commission Added Debt**

"In the event of the Customer being in default of his obligation to pay and the overdue account is then referred to a debt collection agency, and/or law firm for collection the Customer shall be liable for the recovery costs incurred and if the agency charges commission on a contingency basis the Customer shall be liable to pay as a liquidated debt, the commission payable by the Supplier to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred per cent recovery and In the event where the Supplier or the Supplier's agency refers the overdue account to a lawyer the Customer shall also pay as a liquidated debt the charges reasonably made or claimed by the lawyer on an indemnity basis"

The MC reserves the right to implement legal proceedings in cases where the Collection Agency was not successful in recovering outstanding monies. Any legal costs incurred will be the responsibility of the account holder

### **Right to Refuse Care**

The Management Committee has the power to cancel a family's child care places within LFCCC and this action will be taken where a family has failed to comply with the Committee's request for payment of an outstanding account.

The family will be given two weeks' notice in writing that if their account is not paid in full their places will be cancelled and care refused. Families with outstanding accounts may be refused care for future children on the Centre's waiting list.

### **Financial Hardship**

Where a family is experiencing financial hardship, it is requested that the Director be contacted to discuss the problem and ascertain whether any special arrangements or assistance may be available.

The executive of the MC will be notified and reserves the right to make decisions regarding any special/appropriate arrangements.

### **Right to Appeal**

If a family believes the decision of the MC or the Director has been unjust or unreasonable, they have the right to state their objections or appeal against the decision in writing within seven (7) days of being notified of such a decision.

**Withdrawal from care**

Parents are required to give 2 weeks' notice if withdrawing their child from care. 2 weeks fees will be charged in lieu of these weeks. Should a child withdraw early the bond may be withheld to cover the cost.