

Fee and Bond Payment

<p>Policy</p>	<p>We believe that our relationship with your family should be focussed on your child. We also want to devote our time and financial resources to the education and care of children rather than financial matters. We ask families to respect this position and be aware of their financial obligations to the Service.</p> <ul style="list-style-type: none"> Fees are payable two weeks in advance via an automatic payment system, which is facilitated by a third-party provider "Debitsuccess". Payments occur fortnightly on a Friday, and arrangements as to which Friday of the fortnight this occurs can be made to align with your family's situation. Payments can be taken from a bank account or credit card. If you opt to pay via credit card, then Debitsuccess charges 2.35% for Visa/Mastercard and 4.4% for Amex. There is no charge if you opt for payments from your bank account, as these are paid by NT Explorers. In circumstances where fees are paid by an employer or third-party arrangement, these payments can be made via BPAY, and needs to be agreed and arranged in advance. Full fees are payable until the Service receives payment of any Child Care Subsidy (CCS) that families may be entitled to. Families can receive CCS for absences up to seven days before a child's first, and after a child's last physical attendance at a service, where they have been booked in for care. This applies for most typical reasons for absences such as the child or family member being unwell, a personal emergency, etc. The full list of reasons can be found on the Services Australia website. As is required by Government legislation, families are still required to pay any applicable GAP fee on absences such as these. Whilst we will make you aware of any changes to your CCS payments, that we become aware of, it is the responsibility of each family to monitor and manage their entitlements. The Service does not receive any notification from Centrelink about changes to your CCS entitlements. Families should ensure they attend to any notifications made to them by Centrelink. Full information about CCS can be accessed via https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy. Fees are usually reviewed annually around 30 June, or when significant changes to operating costs occur. Families will be provided with at least 14 days written notice of fee changes. The current fee schedule is displayed at https://www.ntexplorers.com.au/fees. Fees are determined by the age of the child. The Nominated Supervisor or Approved Provider will discuss payment arrangements with families in the event that fees are in arrears. If families are faced with challenging financial circumstances, we encourage you to speak with us so we can discuss how we can support you during this time. Failure to bring an account up to date may result in cancellation of enrolment. Two weeks notice in writing is required by families intending to cease care or decrease enrolment days. If notice is not provided, then families are responsible for the payment of the equivalent of two weeks fees (calculated on the number of permanently booked days involved). Depending on the reason for the absences, families may or may not be entitled to receive CCS on these fees, and the full list of applicable absence reasons can be found on the Centrelink website. Fees are payable for gazetted public holidays when the Service would normally be open and for all permanently booked days, regardless of illnesses or absence for other reasons. Make up days are not offered when absent from the Service. When families accept a position they will be issued with an account for a holding bond. The bond is equivalent to two weeks fees calculated on how many days the booking is for each week. The bond is due for payment immediately to secure the position. On commencement, the full amount of the bond will be credited to your child care fees accounts so in effect is fully refunded. If two weeks notice is provided to cancel prior to the commencement of the booking, then the bond will be refunded in full. If two weeks' notice is not provided, then the bond is non-refundable. <p>The Nominated Supervisor can be contacted for any queries regarding child care accounts or statements.</p> <p>We abide by the legislation which applies to absences of children from the centre. Each child is eligible for CCS for 42 days of allowable absences from care during each financial year. Allowable absences can be taken for any reason</p>
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	and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent. Full information about CCS can be accessed via https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy .
Person Responsible	Procedure
Nominated Supervisor / Approved Provider	<ul style="list-style-type: none"> • Provide a copy of the Fee Payment policy with the enrolment pack • Issue an invoice for bond payment and advise family that payment is due immediately to secure the position • Refund bond to child care fees account on commencement of care

References

Child Care Provider Handbook (<https://www.education.gov.au/child-care-provider-handbook>)
 Department of Education and Training (<https://www.education.gov.au/early-childhood-and-child-care-0>)
 Education and Care Services National Law Act 2011 (<https://legislation.nt.gov.au>)
 Education and Care Services National Regulations 2011 <https://www.legislation.nsw.gov.au>
 Guide to the National Quality Framework (<https://www.acecqa.gov.au>)