

FEES POLICY

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1 NQF

QA7	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
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2 Aim

For parents to maintain their childcare fees in accordance with the Conditions of Enrolment. To ensure that all services operate within budget and adhere to guidelines set down by funding bodies ie. Federal and State Governments.

This policy outlines the fees processes for our Early Education and Care services which includes the following

- The Fee Structure, how to pay and the overdue fee policy
- Student Childcare Fee Subsidy
- Holiday Fee Reduction
- Public Holiday Fee Reduction
- Late Collection Fees

3 Related Policies

Orientation for Children Policy (CHI-ADM-POL-041)

UOW Pulse Ltd Privacy Policy (PUL-BUS-POL-013)

4 Who is affected by this Policy?

The Kids' Uni Policies and Procedures apply to Kids' Uni North, Kids' Uni South, Kids Uni CBD, Kids Uni iC.

4.1 Parents and Management

4.2 All parents are to be made aware of the Fees Policy on enrolment. Fees are determined annually based on the budget set for each centre. The budget is derived from the following revenue sources

- i. Fees paid by all families
- ii. Child Care Subsidy paid by the Federal government
- iii. Funding from the University of Wollongong
- iv. Funding from the UOW Pulse Ltd
- v. Sundry Income and Funding

5 Fees

5.1 The following outlines how fees can be paid.

- i. From 1 July 2023 it is a legal obligation to collect gap fees by an EFT system.
- ii. Upon enrolment, families must pay a non-refundable enrolment fee.
- iii. Fees are to be maintained 2 weeks in advance at all times as per the Conditions of Enrolment. The first iPay direct debit payment will be deducted from the parent's

nominated account to ensure fees are 2 weeks in advance upon commencement at the service.

Subsequent fortnightly deductions will be made from your nominated account for all fees due to maintain accounts 2 weeks in advance.

- iv. Failure to abide by this requirement will result in the child's place in the centre being forfeited.
- v. Fees can be paid weekly or fortnightly in advance by iPay or Direct Debit. Staff are not permitted to accept money from parents. To ensure security in the service, no cash payment of fees will be accepted.
- vi. Fees are payable in advance for every day that your child is enrolled at the service. This includes Public Holidays, pupil free days, sick days and family holidays but excludes the Christmas/New Year period when the service is closed.
- vii. Child Care Subsidy is available to families who are Australian Residents and are deemed eligible by Centrelink. To ascertain their eligibility, families must contact the Centrelink. Full fee is payable until Child Care Subsidy is received by the service.
- viii. Bank charges may apply when using iPay. The cost depends on the type of account/card nominated by families. These charges will be paid by individual families and are not covered by the service.
- ix. Failed transaction fees apply for failed transactions on direct debit payments. This fee is \$5 per failed transaction. If you families have a failed transaction, fees will be payable by EFTPOS over the phone or at the administration office. We cannot re-run the payment by direct debit.

6 Student Fee Subsidy

Student Childcare Fee Subsidy is a fee reduction for eligible parents who are students of the University of Wollongong. It is designed to assist students on low incomes receive affordable quality care for their children.

6.1 To be eligible for Student Childcare Fee Subsidy parents must:

- i. Provide copies of current UOW enrolment status and UOW student card.
- ii. Be in receipt of the maximum rate of Child Care Subsidy
- iii. Provide the centre with an original Health Care Card or Pension Card distributed from the Dept of Human Services.

Copies of documentation (outlined above) in support of the application for such a subsidy must be attached to relevant families' Application for Child Care Fee Subsidy application form. Student hardship cases will be considered on individual merit.

7.2 To apply for the subsidy:

- i. Application form for Student Fee Subsidy to be completed.
- ii. Health Care or Pension Card to be sighted and a copy to be attached to application form.
- iii. Current University of Wollongong Student Card & current enrolment to be sighted and a copy attached to application form.
- iv. Application to be approved by Manager/ Administration Co-ordinator

- v. The subsidy is administered directly by the centre and accounts will be charged at the reduced Student Fee Subsidy rate.
 - vi. A new application form is to be submitted at the beginning of each Semester. The subsidy is reviewed at the beginning of every Semester.
- 7.3 After satisfying the above requirement, and the student fee subsidy has been approved, the reduced fee will be applied to the parent's account. Student Fee Subsidy is only applicable throughout the academic year (first day of lectures, until last day of examinations, for each Semester).

7 Holiday Fee Reduction

Access to the Holiday Fee reduction ensures a permanent booking is kept open for parents/guardians whilst on annual leave, thus making this period more affordable. This Holiday Fee reduction is available to families who use "All Year Round" bookings within Kids Uni long day centre centres. This operates during a calendar year and is not applicable to parents who hold a Uni Session Booking. The holiday fee reduction will be \$10 per day.

- 7.1 To be eligible for the Holiday Fee Reduction parents must:
- i. Provide a minimum of 2 weeks' notice in writing that they wish to access the Holiday fee reduction;
 - ii. Apply in writing through Kids Uni Administration Office, or using the online form from the Kids Uni website, and provide the following information:-
 - a) Name
 - b) Service
 - c) Date request for annual leave
 - d) Date applied to access the Holiday Fee reduction.
 - iii. The minimum leave applied for is one week; and must be taken in incremental blocks of a week including all booked days within that week. (Mon-Fri only, eg not Wed-Wed or single days);
 - iv. The Maximum amount of annual leave for a Holiday Fee reduction is 4 weeks per calendar year and any unused leave will be forfeited at the end of each calendar year;
 - v. The child availing of Holiday fee reduction cannot utilise occasional care bookings during the period covered by the fee reduction;
 - vi. The Holiday Fee reduction does not apply to occasional care bookings or University session bookings;
 - vii. The approval of the Holiday Fee reduction may be dependent upon fees being maintained in accordance with the conditions of enrolment.
 - viii. A 'per day' reduction of childcare fees will be applied to the child's permanent booked days for the period of eligible approved leave only.
 - ix. Details of the reduction of daily fees due to the Holiday Fee will be displayed on all relevant written invoices provided by Kids Uni.
 - x. Requests to cancel/change a Holiday fee reduction request which has been approved and processed requires a minimum of 7 days' notice in writing.
 - xi. Disputes regarding the application of this policy are to be directed to the Administration Coordinator at Kids Uni.

- xii. Kids Uni reserves the right to review/revoke the Holiday Fee component of this policy in line with financial impacts on operations. Families will be provided with four weeks' notice of any changes.

8 Public Holiday fee reduction

- 9.1 To reduce the costs of childcare for families whose booked days fall on a Public Holiday. Access to the Public Holiday Fee reduction ensures that Public Holidays are more affordable for families.
- 9.2 The fee reductions are based on NSW Government Gazetted Public Holidays; A 'per day' reduction of childcare fees will be applied to the fees of all children who hold permanent booked days which coincide with a NSW Gazetted Public Holiday.
- 9.3 Kids Uni reserves the right to review/revoke the Public Holiday fee reduction in line with financial impacts on operations. Families would be provided with four weeks' notice of any changes to the Public Holiday Fee Reduction component of fees.

9 Late Collection of Children Fee

- 10.1 If a child remains in Children's Services after closing time, the following will apply:
 - i. An initial charge of \$30.00 per child will be debited to the family account, together with a Penalty Fee at the rate of \$1.00 per minute, per child, for the first 10 minutes
 - ii. This penalty rate will increase to \$3.00 per minute, per child after that first 10 minutes.

10 Occasional Care/Extra Days

- 11.1 Occasional Care is available to children currently enrolled at the service requiring care in addition to permanent booked days and families who are not enrolled at the service requiring short term 'ad-hoc' care.
- 11.2 Families who are not currently enrolled at a Kids Uni service will be required to pay an enrolment fee prior to commencement.
- 11.3 Requests for Occasional care will not be considered whilst a family has outstanding fees in any of our services.
- 11.4 Fees for above occasional care are determined by the half day rate or the daily rate.

11 Withdrawal Procedure

- 12.1 Parents are required to give four weeks' written notice of withdrawal of a booking using the Notice of Withdrawal form, by email to Kids Uni Administration, or by using the online form from the Kids Uni website. The four week notice period excludes the Christmas closure period.
- 12.2 When the administration team receive a withdrawal form they will notify the centre Director immediately and inform educators through Kinderloop.
- 12.3 The withdrawal date is entered into Hubworks and any outstanding fees collected. The account must be paid prior to final attendance of child/ren.
- 12.4 Kids Uni will ensure that parents are advised Child Care Subsidy payments will only be received up to the date of a child's last physical attendance at the service.
- 12.5 If no payment is received the debt recovery process is to start immediately. If the debtor is a student, the Academic Registrar Division is to be notified to withhold exam results.
- 12.6 A copy of all correspondence must be kept in the child's file.

12 Overdue Fees

- 13.1 Fees are to be maintained 2 weeks in advance at all times as per the conditions of enrolment. Kids Uni services do not have the capacity to carry bad debts. Ongoing overdue fees or iPay failed transactions will result in the child's position being deemed vacant, and the account being progressed for legal action.
- 13.2 Parents experiencing financial difficulties should contact the Administration Coordinator or Manager, Children's Services.
- 13.3 Step 1 - If fees are one week in arrears - Administration must contact the parent by email and remind them that their fees are overdue and request payment in full within 7 days
- 13.4 Step 2 - If fees remain unpaid and become two weeks in arrears - a second email will be sent, requesting a payment in full within 7 days, advising outcomes should account remain unpaid.
- 13.5 Step 3 - If after Email 2 the fees remain unpaid, a 3rd and final email will issued advising parents if the account remains unpaid within 7days
 - i) The child/ren's position will be deemed vacant
 - ii) The account will be forwarded to our debt collection agency.
 - iii) Parents will then be liable for all costs incurred in addition to the outstanding fees.
- 13.6 Step 4 – If account remains unpaid Administration Coordinator is to call the parent to advise that payment in full is required in 48 hours or the child's position will be deemed vacant.
- 13.7 Step 5 - Failure to pay within 48 hours of the phone call will result in the following:
 - i. The child's place being immediately forfeited. Parent to be advised by email.
 - ii. If a parent is a UOW student Academic Register Division will be advised to withhold exam results until the account is paid in full.
 - iii. Account will be referred to the Debt Collection Agency for recovery. Any further communications from the parent regarding the account is to be directed to contact the Debt Collection Agency.
 - iv. Parent entry code to Kids Uni is to be disabled along with parent logins for Hubworks and Kinderloop.
- 13.8 In cases of genuine hardship the Manager/Administration Coordinator may organise a payment schedule to ensure the collection of the outstanding fees.
- 13.9 If the child is a Department of Education and Communities (DEC) or NSW Department of Human Services referral, notify DEC/ DEH immediately that the fees are overdue and request payment. If DEC/ DEH does not meet their commitment then the child's place will be forfeited.
- 13.10 The Manager is to be notified of any difficulties experienced in collecting outstanding fees.

13 Receipting of Fees

Parents will be provided with a receipt of fees upon request.

14 Sources

- Bryant, L. (2009). Managing a Child Care Service : A Hands-On Guide for Service Providers. Sydney: Community Child Care Co-Operative.
- Education and Care Services National Regulations 2011
- Family Assistance Legislation Amendment (Child Care) Act 2009
- Dept of Human Services - <https://www.servicesaustralia.gov.au/individuals/subjects/assistance-child-care-fees>

15 Review

This policy will be reviewed every 3 years and the review will include Management, Employees, Families and Interested Parties.

16 Version Control Table

Version Control	Date Released	Next Review	Approved By	Amendment
1	Feb 2012	Feb 2013	Michele Fowler Manager – Kids Uni	
2	Feb 2013	Feb 2014	Michele Fowler Manager – Kids Uni	Paragraph inserted re application of policies across all centres. Migrated into new QA format. This policy replaces the Withdrawal Procedure, the Notice of Withdrawal Policy, the Late Collection of Child Fee Policy and the Fees Procedure
3	Feb 2014	Jun 2016	Michele Fowler Manager – Kids Uni	Policy reviewed with no changes required. The review period changed to 2 years.
4	Sep 2015	Sept 2017	M Gillmore- General Manager	Policy updated to reflect fee increase for annual enrolment fee and OOSH school pick up late notification fee.
5	February 2016	September 2017	M Gillmore- General Manager	Noted that Childcare benefit and rebate is not applicable to Kids Uni iC Preschool.
6	February 2018	February 2020	K Grose – Children's Services Manager	Combined policies –Fees/Student fee subsidy/Holiday fee reduction/ Public holiday fee reduction and staff payroll policy.
7	November 2019	February 2020	Nicole Bray	Updated to reflect name change to Kids Uni iC, and removed Clause about OOSH Transportation.
8	April, 2020	April, 2022	K.Grose – Children's Services Manager	Small wording changes and updates to reflect current government agencies.
9	October 2020	October 2022	K Grose – Children's Services Manager	Change to notice period for withdrawal & booking changes
10	October 2021	October 2023	K Grose – Children's Services Manager	Added notification of failed transaction fees Added fee amounts for failed transaction fees and holiday fee reduction. Updated failed transaction information under overdue fees.
11	March 2023	March 2026	K Grose – Head of Early Education	Updated to reflect online forms and notifications
12	June 2023	June 2026	K Grose – Head of Early Education	Updated to reflect new legislation requiring gap fees to be paid by EFT – including removal of UOW Pulse employees access to salary sacrifice as a method of payment.
13	Sept 2023	June 2026	K Grose – Head of Early Education	Updated payment method for failed transactions. Removed access to salary sacrifice payments for UoW staff.