

Fee Policy & Procedure



Policy Relevant to:	Accounts Team
Last Reviewed:	July 2020
Next Review:	July 2021
NQF Reference:	National Law section 172 Regulation 12, 168, 172 NQS 6.1.1; 6.3; 6.3.3

Objective:

To ensure accounts issued are paid on time, provide steps for debt recovery and assist families in need of assistance.

Accounts Overview:

All new families will be informed about payment arrangements as part of the enrolment process

- Families can access their account at any time, from the XPLORE website <https://web.myxplor.com>
- Current fee schedule is available via the service's website <https://adventurepatch.org.au>
- Accounts will include details in line with government regulations.
- Parents will be notified at least fourteen (14) days before any changes are made to the way in which fees are charged or collected
- Adventure Patch will be compliant with *Family Assistance Law* to maintain access to Australian Government payments made to families to assist with the cost of care through Child Care Subsidy and Additional Child Care Subsidy.

Payments

As at 1st January 2020, accounts will be paid weekly and fortnightly and payable in 7 days.

It is a requirement of Adventure Patch that all new and current families sign up to Direct Debit through XPay. The primary carer must save their bank details in Xplor, for the processing and payment of childcare fees through XPay. XPay terms and conditions must be accepted by the primary carer when saving their bank details in Xplor.

From **1st April 2020** all payments will be processed through XPay.

More information on XPay please contact our Enrolments Team via email enrolment@adventurepatch.org.au

Overdue Accounts

Adventure Patch reserve the right to take action to recover debts owing to the service. This may result in debt collectors being engaged to recover the monies owed and any fees associated with this will be added to the outstanding account.

Where a family has an overdue account, the child's enrolment may be suspended and/or cancelled, until all outstanding monies are paid, or both parties agree to a suitable payment plan, which must be paid via Direct Debit through XPay.

Process for recovering money owed

Steps (number of days overdue)

- **Day 2:** SMS reminder that payment is overdue, with no fee applied
- **Day 7:** email reminder that payment has not been received and that an overdue fee has been applied
- **Day 14:** phone call and SMS: account remains overdue. Request that urgent contact be made to make a payment or discuss arrangements – to ensure ongoing care. (There will also be a conversation with the Director to see if they have additional information)
- **Day 21:** Call/ SMS/ email (at least 2 of these). Advise that we haven't heard back despite repeated attempts to make contact - and that, if we haven't heard within 2 business days, the process to discontinue care will commence
- **Day 30:** Cessation of care

Child Care Subsidy

The following are a requirements of the Commonwealth Government Centrelink Policy and Procedures:

Parents/ Guardians are required to provide Adventure Patch two (2) weeks' notice of intention to cease care with their services. A termination of care form must be completed when ceasing care with Adventure Patch services and emailed to enrolment@adventurepatch.org.au with two weeks' notice from the date the form is submitted for the termination to be implemented.

Child Care Subsidy will not be paid for any absences after a child last physically attends a session of care, child/ren must attend their last day of the notice period. If your child/ren does not attend, your Child Care Subsidy will not be payable for this day or any other absences since their last physical attendance. In this situation, you will be liable to pay Adventure Patch full fees for any days not covered by Child Care Subsidy.

Adventure Patch are unable to backdate Child Care Subsidy (CCS) data for families eligible for Child Care Subsidy (CCS) beyond 14 days from the booking date at our services.

Hardship

As a community organisation, Adventure Patch will endeavour to support families experiencing hardship providing that those families make genuine efforts to communicate with Adventure Patch regarding their circumstances and to adhere to any payment arrangements offered by Adventure Patch. It is expected that families experiencing hardship make every effort to access government payments available, such as applying for Additional Child Care Subsidy via the Family Assistance office.

The Adventure Patch Employee Assistance Program (EAP) may, at the discretion of the CEO, be made available to families to assist them in managing financial hardship.

Waiving of fees on compassionate grounds

The Adventure Patch leadership team will have the discretion to waive fees to the extent provided for in the annual budget. Debts in excess of that amount will be referred to the Board of Management with a recommendation from the Finance Officer and/ or the leadership team where:



- The circumstances for the person owing the debt are exceptional.
- There are significant health, financial or emotional issues.
- Attempts to collect the debt are likely to cause significant hardship to the family owing the debt that may lead to negative outcomes for the children of that family.

Waiving of additional charges on an individual account such as overdue fees, may be at the discretion of the Finance Officer and/or Leadership Team. Board of Management will determine the final decision.

Additional Fees

Overdue Fee	A late payment fee of \$20 will be applied to the families account when the debt exceeds \$50 and not paid by the due date. Child Care Subsidy is not payable on the late payment fee.
Search Fee	\$10 fee applied where a child does not attend the service & the service have not been notified. Child Care Subsidy is not payable on the search fee
Late Collection Fee	\$5 fee will be applied for every 10 minutes (or part thereof) that a child remains after the displayed closing time. Child Care Subsidy is not payable on the late collection fee.
Casual Fee	Any bookings other than permanent days need to be approved by the Director/Coordinator and will be charged at the casual rate (OSHC only). Once a casual booking has been made, an Allowable Absence will be charged for non-attendance.
Allowable Absences	75% of the scheduled fee will be charged. Commonwealth Government regulations allow for 42 non attending absences per calendar year. Full scheduled fee will be charged in excess of 42 days unless a medical certificate is presented.
Other Fees	Additional charges will be as follows: <ul style="list-style-type: none"> • Nappies: \$2.00 each • Service lunch: \$3.50 Any performances, excursions and special occasions will have varied costs and will be communicated prior to the event.

