



Blackall-Tambo Regional Council

Tambo Child Care Centre, Governance and Leadership

Fees Policy

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Policy Compiled by: Childcare Coordinator	
Policy Approved by: Director of Finance Corporate and Community Services	

Commitment

The TCCC is committed to providing families with clear and transparent information about the fees we charge and how we administer these fees.

Fees

- When you enrol your child at the TCCC you enter into a fee agreement with us. The Summary of Fees Payable table (located at the end of this policy) lists the type of fees that we charge
- Fees must be paid by Wednesday of the following week. You can choose how you wish your fees to be paid (bank transfer through a bank account or credit card at the Tambo Main Office Front Desk)
- The account holder is responsible for paying fees when they fall due
- TCCC will, in its discretion, consider alternative payment options if you meet the relevant criteria. Immediately contact your centre Coordinator if you cannot pay your fees by the due date
- If accounts become in arrears whilst paying by alternative payment options, account holders may be required to change to payment by direct debit.
- You will be charged all applicable fees until you cancel the enrolment in accordance with this policy.

Government Fee Subsidies

Your (Guardian's) Responsibilities

You may be eligible for subsidies to assist in reducing your fees. It is your responsibility to:

- understand and notify the TCC about any subsidies available to you
- apply for the childcare or associated subsidies through the relevant Government department
- provide us with all documentation necessary to verify your subsidy entitlement
- provide us with documentation to support any applications for subsidies that the TCC makes on your behalf within seven days of request
- notify us if there are any changes to your entitlement to receive a subsidy
- keep your subsidy details updated

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- ensure fees are paid by the primary guardian registered for the purposes of the Child Care Subsidy (CCS). If a third party (e.g., grandparent or a support organisation) pays the fees you will not be entitled to CCS
- pay full fees pending the outcome of any assessment for childcare subsidy
- inform us immediately if the primary guardian for the purposes of CCS changes. If you do not tell us, you might not be eligible for CCS and have to pay full fees

You will be charged full fees if:

- you are not eligible for a subsidy
- you do not provide the TCC with the necessary information

If you pay full fees and later provide the TCC with information sufficient for us to claim any relevant subsidies, within the required timeframes, such subsidy amounts will be applied to your account.

TCCC Responsibilities

TCC will:

- inform you about available subsidies on enrolment in discussion with your centre Coordinator
- administer CCS funding, based on the information you provide. In some cases, there is a 28-day limit to backdating subsidy applications
- apply any subsidies received by us on your behalf to your account in accordance with Government regulations. Federal funding will be applied first then state funding
- Follow Government regulations about applying subsidies

Changes to subsidies

Fee subsidies are subject to change by the Government and the TCC will apply any changes to your account. If the subsidy changes, the amount you pay may change.

The Government may make changes to your subsidy entitlement at any time during a financial year period. The changes may apply to the subsidies you received, even after you have cancelled your enrolment and left the TCCC. This may result in the TCCC owing you a refund or you owing additional fees payable to the TCCC.

Overdue Payment of Fees

- Fees are considered overdue if not paid by Wednesday of the following week.
- It's your responsibility to pay your account weekly by the due date and/or contact the TCCC for special payment arrangements.

Suspending or Cancelling Enrolments for Outstanding Fees

If you have unpaid fees owing for 21 days, the TCCC will:

- suspend your child's enrolment for seven calendar days unless we agree to special payment arrangements (e.g., a formal payment plan)
- continue to charge fees while your child's enrolment is suspended, for a maximum period of seven calendar days



- cancel your child’s enrolment after the suspension period if the outstanding fees remain unpaid or if you do not adhere to the agreed terms of a formal payment plan.

Cancelled enrolments will be offered to the next child on the wait list. It is at the TCCC discretion whether you can re-enrol your child. No re-enrolment will be offered until all outstanding fees and charges are paid in full and there is an available place at the centre.

If the TCCC cancels your enrolment and cessation of care applies to your account, you will be liable for full fees (refer to the ‘Absences’ section in the Schedule)

Recovery of Outstanding Fees

The TCCC will act in its discretion to recover any outstanding fees and we may:

- enter a formal payment plan with you
- consider termination of your enrolment from the TCCC
- take any other appropriate and reasonable action.

Cancelling Enrolments for Non-Attendance

The TCCC will, cancel your enrolment if:

- your child does not attend continuously for two weeks; and
- you have not communicated with the centre; and
- the TCCC cannot contact you.

For childcare this could result in you being required to pay full fees for the period of non-attendance (refer to the ‘Absences’ section in the Schedule).

In lieu of two weeks’ notice in writing you will be charged for two weeks of bookings in accordance with this Policy.

Cancelling or Ending Your Enrolment

- You must give the TCCC **a minimum of two weeks’ written notice** to cancel or end your child’s enrolment.
- When cancelling your enrolment please ensure that the final day is not a public holiday as you may be liable for full fees for that day (please refer to the ‘Absences’ section in the table below)
- If you do not provide two weeks’ notice in writing, you will be charged for two weeks of your usual routine bookings in lieu of notice.

The two-week notice period does not apply if:

- The enrolment ends due to a Government Department changing a child’s arrangement, (for example, if a child is removed from home by child safety).

Child Care Subsidy: If you are receiving the Child Care Subsidy it may not apply in the following circumstances and you may be charged full fees for:

- any days booked and not attended before your child's first physical day of attendance at the centre.

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- any days booked and not attended between your child's last physical day of attendance at the centre through to your final booking day.

Please refer to the absence section below for more details.

Automatic cancellation of your Child Care Subsidy

The Australian Government will automatically cancel your Child Care Subsidy in accordance with the guidance set out on the [Services Australia website](#).

- If your child has not attended the TCCC for a continuous 14-week period, the Government will reverse any Child Care Subsidy paid to you. You will be charged full fees for this period of continuous absence
- You are responsible for understanding the Child Care Subsidy. The TCCC will make reasonable efforts to inform you about any such cancellation
- The cancellation of your Child Care Subsidy **does not** cancel or end your enrolment with the TCCC. To cancel your enrolment, you must provide **two weeks' notice in writing**, in accordance with this Policy.

Fee Refunds

- When you finish your enrolment, you will receive a Customer Account statement from your Centre Coordinator
- If a refund is owed to you the Centre Coordinator will apply for the refund to be processed on your behalf
- If the TCCC does not hold current bank account details for you, we will request you to nominate a bank account into which the refund will be paid. You are responsible for providing us with accurate bank account details via written notice to your centre Coordinator.
- If the refund payment fails, the TCCC will contact you using the contact details you have provided to request that you submit the correct bank details via written notice to the centre Coordinator
- The TCCC will keep a record of these attempts to contact you

Record Keeping

The TCCC will confidentially record all correspondence, conversations, and messages with the account holder, for the purpose of maintaining a written record of interactions, actions, and credit history.

Changing Fees

The TCCC will adjust fees at Council's discretion. We will provide you with a minimum of 14 days' notice in writing in advance of changing any fees or payment processes.

Summary of Fees Payable

Waitlist	No fee
Childcare Outside School Hours Care	Fees are: <ul style="list-style-type: none"> • calculated daily and charged weekly (you will be provided with an account statement each week) • Additional one-off payments can be made to the Blackall-Tambo Regional Council



	<p>Permanent bookings: your child is enrolled, and fees will be charged, on a continuous basis, as per the agreed enrolment pattern, until the booking is changed or terminated with two-week's written notice.</p> <p>Casual bookings: you may make casual bookings in advance, provided there are no outstanding fees. Bookings are dependent on places being available. Bookings can be made via written correspondence to the TCCC email address: TCC@btrc.qld.gov.au. At least 24 hours' notice must be given for casual bookings and cancellations, otherwise full fees will apply, to cancel casual bookings contact your centre via written notice.</p>
Public Holidays	No fees are payable
Centre Closures (at the TCCC discretion)	No fees are payable
Centre Closures (by Government directive or advice)	Fees may be payable subject to Government advice or direction
Absences	<p>Regular fees are payable. This includes your child being absent due to (but not limited to) illness or being excluded due to an infection and / or vaccine preventable illness.</p> <p>Child Care Subsidy may be payable for <u>Additional Absence Reasons</u>. Evidence is required for additional absence days.</p> <p>Additional information about absences at childcare and outside school hours care:</p> <p>Allowable absences: Under the Child Care Subsidy families are allowed 42 absences per financial year (1st July to 30 June). You are responsible for consulting the Services Australia website to understand the childcare subsidy that may apply to your circumstances. The TCCC recommend that if you have a medical certificate that this is provided to the centre.</p> <p>Please refer to the <u>Services Australia website</u> if your child is absent from childcare.</p>
Late Collection of Children	<p>The prescribed late fee is payable and will be included in your fee statement.</p> <p>If you exceed your childcare full day session you will be charged a flat rate of \$10 for the first occurrence and \$30 for each subsequent occurrence. You cannot claim Government subsidies for late fee charges for exceeding a full day session.</p>



Cancelled or Ended Enrolment	There is no fee to cancel your enrolment. However, the TCCC requires that you provide a minimum of two weeks' written notice to cancel your enrolment in accordance with this policy (refer to 'Cancelling or Ending Your Enrolment')
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