

Fees

1. Statement

NBCA aims to provide quality, affordable early education and care services to the community. As a registered charity, NBCA charges fees to enable the continued operation of NBCA services, and not to generate profit. Fees are set by the Management Committee and based on organisational requirements, to maintain high standards of education and care.

2. Definitions

“Casual bookings” means occasional bookings that are outside the regular booking pattern of a child.

“Exceptional circumstances” means where court or parenting orders are in place, or situations where the child or other family members are at risk of financial hardship or imminent harm of any kind.

“Primary carer” means the parent/guardian nominated in the enrolment form as primary carer; this is also the parent/guardian who has applied for Child Care Subsidy, if applicable.

“The service” means the NBCA centre the child is enrolled/enrolling in.

3. Payment of fees

- i. Fees are charged for all booked days, regardless of attendance. This includes:
 - a. If a booked day falls on a public holiday;
 - b. If the child has a temporary absence (such as a family holiday or exclusion period for illness) but intends to continue the same booking pattern upon their return;
 - c. If a casual booking is cancelled without the required notice (see 3.x);
 - d. If an enrolment is ended without the required notice (see 3.xii).
- ii. Bookings are for a full day session, regardless of arrival or departure time. NBCA does not offer hourly or half-day bookings. Sessions are:
 - a. 7:30am-6:00pm (10.5 hours) at Coinda Cottage Early Childhood Centre;
 - b. 7:00am-6:00pm (11 hours) at Flynn Early Childhood Education Centre.
- iii. Fees are not charged for weekends, the closedown period over Christmas/New Year, pupil-free professional development days or other shutdowns outside the control of NBCA.
- iv. Fees are charged fortnightly on a Friday, in arrears; this means two weeks of bookings are charged at a time, after the bookings have already occurred and any applicable Child Care Subsidy (CCS) entitlements have been finalised.
- v. Fees must be paid via direct debit. Consent to direct debit a bank account or credit card must be provided in the designated section of enrolment forms. Direct debit details can be updated at any time through the Xplor Home app (by the primary carer) or by contacting the service in writing.



- vi. Payments cannot be split across multiple accounts or transactions. Fortnightly fees must be debited in a single transaction from one account, except in exceptional circumstances.
- vii. Sufficient funds must be available for the fortnightly direct debit of fees. Dishonour fees may be charged by NBCA's external payment gateway if a direct debit fails; this is outside the control of NBCA.
- viii. Fees are charged at daily or weekly rates. The weekly rate applies to bookings of five days per week, where none of the days are provided under a specialised program (i.e. Children's Services Program, 3-year-old initiative). The daily rate applies to bookings of four days or less per week.
- ix. Casual bookings must be requested at least 24 hours in advance, during opening hours of the service. Casual bookings are charged at the daily rate, including when a casual booking is the fifth booked day in a week. Casual bookings can be requested through the Xplor Home app or by contacting the service.
- x. Cancellation of a casual booking must be requested at least 24 hours in advance, during opening hours of the service. If less than 24 hours' notice is provided, or no notice is provided, the casual booking fee will be charged.
- xi. Ad hoc charges may be applicable from time to time; these include, but are not limited to, enrolment deposits, late collection fees and excursion/incursion costs. Further details are provided in the policies relevant to each type of charge.
- xii. To change a booking or end an enrolment, notification must be provided to the service at least two weeks in advance or a shorter period by agreement with the service director. Where the required notice is not provided, NBCA reserves the right to charge fees during the remaining notice period.
- xiii. The child must attend the final day of their enrolment for their CCS entitlement to be applied to the final fee charge; this is a requirement of Services Australia and is outside the control of NBCA.

4. Child Care Subsidy (CCS)

- i. Child Care Subsidy (CCS) is provided by the Australian Government through Services Australia, and helps families cover the costs of childcare. Full details can be found at www.servicesaustralia.gov.au/child-care-subsidy.
- ii. Services Australia pays CCS directly to NBCA. In simplified terms, the amount of CCS paid is based on parent/guardian income and activity (i.e. employment, study, etc). This amount is deducted from the child's fees, with NBCA charging the remainder (the "gap fee") to parents/guardians.
- iii. For CCS to be applied to fees by NBCA, the parent/guardian who submitted an application for CCS (the primary carer) must provide their Customer Reference Number (CRN) and date of birth, and their child's CRN and date of birth; they must also confirm their child's enrolment through the myGov portal.
- iv. CCS enrolments cannot be split across parents/guardians. All CCS-applicable sessions must be attributed to one parent/guardian only, except in exceptional circumstances.
- v. NBCA is unable to apply for, enquire about or manage CCS on behalf of an individual; changes to CCS entitlements or eligibility are at the discretion of Services Australia, and it is the responsibility of the parents/guardians to apply for, enquire about and/or manage their CCS entitlements and eligibility.



- vi. Where changes to CCS entitlements or eligibility result in an increase of fees payable to NBCA, parents/guardians are liable to pay these increased fees as and when they are due.

5. Administration

- i. Account statements detailing booked days, fees, CCS entitlements, attendances and direct debits are emailed to the primary carer fortnightly. Any discrepancies identified by parents/guardians in these statements should be raised with the service as soon as practicable.
- ii. The NBCA Management Committee reviews fees at least annually. Families will be notified, in writing, a minimum of four weeks in advance of any fee increases.
- iii. Fee increases are implemented to ensure NBCA maintains high standards of education and care; factors that impact fee increases include, but are not limited to, staffing costs, wage increases, and CPI rises. NBCA is a non-profit organisation and registered charity, meaning income generated from fees is reinvested back into the organisation.
- iv. Fees are published on the NBCA website at www.nbca.org.au.

6. Late payments and debt collection

- i. Fees are due in accordance with the fortnightly schedule published on the NBCA website at www.nbca.org.au.
- ii. Where a direct debit is rejected by the account holder or fails due to insufficient funds, the outstanding fees are due and payable immediately. The primary carer can make payment through the Xplor Home app at any time, or by contacting the service.
- iii. In the first instance of a rejected or failed direct debit, the primary carer may be notified of the failed payment and requested to make immediate payment.
- iv. In the second instance of a rejected or failed direct debit, the primary carer may be provided with a written warning of actions that may be taken due to non-payment of fees and requested to make immediate payment.
- v. In the third instance of a rejected or failed direct debit, enrolment with the service may be suspended until full payment of outstanding fees is made, or the primary carer enters a payment plan with NBCA.
- vi. In the fourth instance of a rejected or failed direct debit, enrolment with the service may be terminated, with any debt passed on to a collection service.
- vii. Payment plan terms will be outlined in writing and provided to the primary carer.

7. Support

- i. Families experiencing financial hardship are encouraged to reach out to NBCA to confidentially discuss their circumstances and alternative payment options.



EFFECTIVE DATE	5 February 2024	NEXT REVIEW DATE	July 2025
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NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017
A New Tax System (Family Assistance) Act 1999
Family Law Act 1975
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook

