

Policy: QA 7.2	Collection of Fees
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Policy Statement:

Pinnacle Preschool aim to keep fees as affordable for families as possible and that the invoicing and collection of fees is done in a timely and respectful manner. Families will be provided with accurate fee statements and will be informed on how to pay fees, the expectation of keeping fees up to date and offer payment plans or options for families facing financial difficulty. Confidentiality and privacy will be upheld when dealing with matters relating to the payment of fees.

The Pinnacle Preschool Collection of Fees Policy encompasses all requirements of the Education and Care Services National Regulations, Australian Tax Office and guidelines from the regulatory body. Pinnacle Preschool will regularly review fees to ensure the long term financial stability of the organisation.

Record of policy development:

Version	Date approved	Date for review
Version 1	1 September 2019	September 2021

Responsibilities and delegations:

This policy applies to	This policy applies to Pinnacle Preschool staff, volunteers, contractors and families.
Specific responsibilities	This policy is developed by the Manager and reviewed by Pinnacle Preschool staff and Board of Directors. It is communicated and implemented by the Manager and staff.
Policy approval	ODEEP Manager

Policy context – this policy relates to:

Legislation	Children (Education and Care Services) National Law NSW 2010 Education and Care Services National Regulations 2011 Regulations 168(2)(n) Family Law Act (Cth) amended 2011
Standards	National Quality Standards: Quality Area 7: Leadership and Service Management, Standard QA7.3
Organisation policies	
Forms, record keeping, other documents	Fee/payment invoices Fee/payment receipts Fee/payment statements

**Fees:**

The fees for Pinnacle Preschool will be managed on a Customer Relationship Management System. On enrolment, families will be notified on what fees are payable, based on a daily or weekly basis and informed of the methods and procedures for payment.

Procedures:**Pinnacle Preschool / ODEEP management:**

- Will be responsible for ensuring fees remain competitive in the market, as well as ensuring the long term financial stability of the service;
- Will explain the fee schedule and payment expectations to families on enrolment and as required;
- Will give at least 14 days' notice to families of any increase to fees;
- Will charge fees in a transparent and equitable manner;
- Provide a formal statement of fees at least monthly and two weeks in advance;
- Will offer flexible payment arrangements to families as needed, giving the option to pay per term, per month, per fortnight or weekly;
- Will provide a dated receipt, in accordance with regulatory requirements, for each payment made and showing any remaining balance of fees owing;
- Will offer equity fees to identified families who have a health care card. Pinnacle Preschool may require to cap these positions at 10 children per day to ensure financial longevity; Families may then be offered a non-equity position;
- Reserve the right to suspend a child's enrolment if fees fall 2 weeks behind. All efforts will be made to assist families to catch up their fee payments or to enter payment plans. If a family is unable to pay preschool fees, Pinnacle Preschool may terminate the child's enrolment;
- Will ensure that families are able to access the Fee Policy and be provided the assistance needed to understand their rights and responsibilities.

Pinnacle Preschool staff:

- Will direct any concerns or questions relating to fees to Pinnacle Preschool / ODEEP management or administration;
- Will assist families, as needed, to speak to Pinnacle Preschool /ODEEP management in regards to difficulties with paying fees or late accounts;
- Will be aware of the Fee Policy and assist where necessary to manage fees.

Pinnacle Preschool families:

- Will pay their fees as outlined in the enrolment process and keep their fees at least 2 weeks in advance;
- Will speak to Pinnacle Preschool staff / ODEEP management if they are experiencing any difficulty in paying their child's fees, before they become in arrears;
- Are required to pay fees on public holidays that fall on days their child is enrolled;
- Will inform Pinnacle Preschool when their child is unable to attend due to sickness or holidays. Fees will still be payable on days that absences occur;
- Will record the arrival and departure time of their child as required each day;



- Will provide 2 weeks notice in writing if they wish to end their child's enrolment.

Policy Disclaimer:

This policy will be reviewed to ensure compliance with legislation and industry changes. This will occur at any time that is required, or a minimum of every two years. In accordance with Regulation 172 of the Education and Care Services National Regulations 2011, parents / guardians of enrolled children will be notified at least 14 days prior to a change in any policy or procedure referred to in Regulation 168 that may have a significant impact on the provision of education, fees or the family's access to the service.