

PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

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	
111	Administrative space
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	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

Dealing with Complaints Policy Delivery of Children to, and Collection from an Education and Care Service Premises Enrolment Policy Governance Policy	Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Termination of Enrolment Policy
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PURPOSE

For parents to gain a clear understanding of the Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

SCOPE

This policy applies to children, families, staff, management, approved provider, nominated supervisor students, volunteers and visitors of the Service.

IMPLEMENTATION

Our Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.



Our fee structure includes:

ENROLMENT FEE & RE-ENROLMENT FEES

- An enrolment fee of \$55 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service
- A re-enrolment fee of \$35 is charged upon confirmation a position has been allocated to your child for the following year. This fee must be paid to secure your child's position.

GENERAL FEES

- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement)
- Fees are charged for each session of care and vary depending on the age of the child in care
- Families are required to make a co-contribution to their child care fees. This is the difference between the fee charged and the subsidy amount- the 'gap' amount
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT)
- Fees must be kept in advance of a child's attendance
- A dated receipt will be provided for each payment [via email]
- Fees are to be paid fortnightly through a direct debit system. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes pupil free days, sick/absent days, and family holidays but excludes the 2-week Christmas period when the Service is closed.
- If the Service is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will be charged.
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS may be paid for sessions that fall on public holidays
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)
- Families are requested to contact the Service if their child is unable to attend a particular session
- Casual days may be offered to families if available within the Service's license.
- An overpayment of fees will be credited to the family account
- If, at the end of enrolment, the family account is in credit, any fees will be refunded to the family once the Child Care Subsidy has settled.

CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their [myGov](#) account linked to Centrelink and provide documentation to support the CCS payment
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.

- The person claiming the Child Care Subsidy, or their partner must:
 - Care for their child at least 2 nights per fortnight or have 14% share of care
 - Be liable for child care fees at an approved early childhood education care service
 - meet residency requirements
- The child must:
 - Be 13 or under
 - Not attending secondary school (unless an exemption applies)
 - Meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - [family income estimate](#)
 - [activity level](#)
 - [Aboriginal and Torres Strait Islander children](#)
 - [number of children in care](#)
 - [type of early learning and childcare Service](#)
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account
- Families must regularly check their details are correct and report a change in circumstance to Centrelink (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.

PAYMENT OF FEES

- Families are required to pay fees using the Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account.
- Fees and charges associated with direct debit system are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a *Statement of Entitlement* on a weekly basis in accordance with the fee payment and Regulatory requirements
- The *Statement of Entitlement* will include details of the sessions of care provided and the resulting fee reduction amounts
- The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation including prescribed and non-prescribed recording obligations (effective from July 2025).

CASUAL BOOKINGS

- Casual bookings are subject to the same overall payment terms as permanent bookings. However, unlike permanent bookings where fees are payable regardless of cancellation, casual bookings may be cancelled without financial penalty provided the cancellation is made more than 24 hours prior to the scheduled session.
- If a casual booking is cancelled with less than 24 hours' notice, the full session fee will be charged to cover staffing and operational costs (*Streaky Bay*).

'NO PAY – NO STAY'

- Our Service has a firm NO PAY-NO STAY policy if fees are not paid in advance. Unless prior discussions and arrangements are made with Nominated Supervisor/Director you will not be able to leave your child at the Service.
- Payments must be cleared in the bank account or paid via Eftpos upon entry before your child starts their day.

ABSENCES FROM THE SERVICE

- Families are requested to contact the Service if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is unable to attend
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances.
- Allowable absences can be taken for any reason. Families do not have to provide evidence.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the Service for each additional absence, where required
- Families can view their absence count through their Centrelink online account via [myGov](#).
- In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, families *may* be provided with additional absence days as per Family Assistance Law legislation

ADDITIONAL CHILD CARE SUBSIDY

- Additional Child Care Subsidy (ACCS) provides extra help with the cost of early education and care
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink for additional fee assistance if they are experiencing temporary financial hardship
- There are four different payments under Additional Child Care Subsidy:

- [Child wellbeing](#) to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm
- [Grandparents](#)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
- [Temporary financial hardship](#)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
- [Transition to work](#)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment.
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder phone call will be made. If there is no response, the child will not be able to stay until fees are paid in full.
- If after two weeks the fees are still outstanding, and no response from the family the child's position will be terminated, to which the family will receive a final letter terminating the child's position. At this time the Service will ask again for a payment plan to be agreed upon with the family. If still no response, the Service will initiate its debt collection procedure.
- All debt collection fees will be the responsibility of the family.

LATE FEES

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time
- Currently, a fee of \$30.00 for the first 15 minutes block or part thereof will be incurred by the family. If the child has not been picked up after 15 minutes, the late fee will occur an additional \$5 per minute or part thereof until the child has been picked up.
- A review of the child's enrolment will occur where families are consistently late.

CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families
- CCS hourly rate caps may be increased by the [CPI](#) at the commencement of each financial year
- Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

TERMINATION OF ENROLMENT

- Parents are to provide **two weeks** written notice of their intention to withdraw a child from the centre. Termination forms are kept in the office.
- If termination from the Service is required without notification, families may lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged
- In some circumstances CCS may not be paid for sessions if the child has not physically started care
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

RESPONSIBILITY OF MANAGEMENT

The Approved Provider and Nominated Supervisor are responsible for:

- Ensuring that obligations under the Education and Care Services National Regulations are met
- Ensuring Persons with Management and Control (PMC) comply with the rules under Family Assistance Law (FAL)
- Ensuring Persons with Management and Control (PMC) are considered 'fit and proper' persons
- Taking reasonable steps to ensure all educators, staff and volunteers follow the Payment of Fees Policy and procedure
- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- providing families with receipts of fees paid
- ensuring parents pay fees electronically to the Service
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected

RESPONSIBILITY OF FAMILIES

- ensure fees are paid on time as per this Payment of Fees Policy
- provide the Service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Centrelink Reference Numbers for child and CCS claimant
 - Date of Birth for child and CCS claimant
- ensure payment of fees in advance as per policy



- notify Centrelink of any changes that may affect their CCS entitlement
- confirm their child's enrolment through the parents myGov account.

PRESCRIBED AND NON-PRESCRIBED THIRD-PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for childcare fees. State and territory governments (and their agencies) can contribute to the cost, in part or full of childcare fees for families with no impact on CCS payments (in some circumstances).

Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied, these will be recorded and submitted as non-prescribed discounts. Our Service will record all documentation regarding any third-party payments and submit reports to the Department as part of session reports. (effective 7 July 2025).

COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Nominated Supervisor in the first instance. The Nominated Supervisor will follow the steps as outlined in this policy, including advising the Approved Provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

[Reporting requirements for prescribed discounts](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be updated and reviewed in consultation with families, staff, educators and management.

SOURCE

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service.](#)

Australian Government Department of Education [Child care discount for early childhood workforce](#)

Australian Government Department of Education. (2025). [Child Care Provider Handbook](#)

Australian Government Department of Education *Early Childhood and Care*
<https://www.education.gov.au/early-childhood>

Australian Government Department of Education (2024). [Help in an emergency](#)

Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations](#). (Amended 2023).
[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)
[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

CREATION / REVIEW

POLICY DEVELOPED BY	SIMEON KLOCZKO	DIRECTOR	MARCH 2026
POLICY REVIEWED		NEXT REVIEW DATE	MARCH 2027
VERSION	V.20260301		
MODIFICATIONS	<ul style="list-style-type: none"> • Policy review for service suitability • Links and sources checked for currency 		
POLICY REVIEWS	PREVIOUS MODIFICATIONS		

Signature of Director:  _____
Explorers EL Broken Hill