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, 2026).

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 early childhood education and care 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 that is child safe
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
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 LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
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
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

184	Storage of records after service approval transferred

RELATED POLICIES

Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy

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 (CCS) legislative requirements. We have effective compliance systems in place to ensure CCS is administered appropriately and receipts and statements are provided to families. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family. We are committed to ensuring that children's safety, rights and best interests are the paramount consideration in all decisions, actions and practices including those relating to the payment of fees, recognising the importance of continuity of education and care for all children.

Our fee structure includes:

ENROLMENT FEE AND BOND PAYMENT

- A bond consisting of one day full fee $145 is to be paid to hold a child's position at the service.
- The bond payment will be refunded to families if all accounts are paid in full and no amount is outstanding when the child leaves the Service.

GENERAL FEES

- The Service will issue families an invoice outlining fees charged for each session of care, any discounts provided and any CCS payments applied
- CCS is paid directly to the Service and is used as a fee reduction
- Fees are charged for each session of care
- Families are required to make a co-contribution to their childcare fees. This is the difference between the fee charged and the child care subsidy amount- the 'gap fee'
- 'Gap fees' must be paid via Electronic Funds Transfer (EFT)
- Fees are payable for every session that a child is enrolled at the Service. This includes sick/absent days, and family holidays but excludes periods when the service is closed.
- 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

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
- All eligible families are guaranteed **at least** 72 hours of subsidised child care per fortnight (3 days per week) regardless of activity levels
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy
- Child care must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
    - family income estimate
    - recognised participation
    - Aboriginal and Torres Strait Islander children
    - number of children in care
    - type of early learning and child care 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.

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. (See Child Care Subsidy Handbook)
- 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
- Families can view their absence count through their Centrelink online account via myGov.

ADDITIONAL CHILD CARE SUBSIDY

- Additional Child Care Subsidy (ACCS) provides extra help with the cost of early education and care
- 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

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after **one week** and then again, after **two weeks** if the fees are still outstanding
- A child's position will be terminated if payment has not been made after **three weeks**, for which the family will receive a final letter terminating the child's position.

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 $15.00 per 10 minutes block or part thereof will be incurred by the family
- 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 three weeks written notice is given to all families (Reg. 172 requires a minimum of 14 days' notice)
- 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/guardians are to provide two weeks notice of their intention to withdraw a child from the Service
- If termination from the Service is required without notification, families may lose their Child Care Subsidy, resulting in the requirement for full fees to be paid
- 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 Law and Education and Care Services National Regulations are met
- ensuring that children's safety, rights and best interests are the paramount consideration of all Service decisions and practices
- setting fees for children to enrol at the Service
- ensuring the Service and all 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
- ensuring copies of our *Payment of Fees Policy* are readily accessible for families
- 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
- providing at least 3 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 Fee 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 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 fees. State and territory governments (and their agencies) can contribute to the cost, in part or full of early education and care 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, 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.

SOURCES

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*
Australian Children's Education & Care Quality Authority. (2026). *Payment of service fees and provision of a statement of fees charged by the service Policy and procedure guidelines*
Australian Government Department of Education Child care discount for early childhood workforce
Australian Government Department of Education. (2026). Child Care Provider Handbook
Australian Government Department of Education *Early Childhood and Care*
Australian Government Department of Education (2024). *Help in an emergency*
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011

REVIEW

POLICY REVIEWED	MAY 2026	NEXT REVIEW DATE	MAY 2027
VERSION NUMBER	V20.05.26		
MODIFICATIONS	• annual policy review • updated changes to CCS effective January 2026 • added legislative changes to include paramount consideration • sources updated as required		
PREVIOUS MODIFICATIONS			
MAY 2025	• annual policy maintenance • added information about overpayment of fees and requirement to pay fees electronically • added reporting requirements for prescribed discounts (7 July 2025) • sources checked for currency and hyperlinks updated		