



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	
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 for Child Care Provider Handbook in Appendix G https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook

RELATED POLICIES

CCS Accounts Policy 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 Fraud Prevention Policy Governance Policy Orientation of Families Policy Privacy and Confidentiality 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 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 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 AND BOOKING PAYMENT

- An enrolment fee of 2 weeks of fees plus a booking fee is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service.

- These fees will be used for the first two weeks of attendance and are non-refundable.
- An updated fee schedule is available on our website.

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 session time.
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement)
- Families are required to pay the difference between the fee charged and the subsidy amount - the 'gap' amount
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT) via direct debit.
- Fees must be kept 2 weeks in advance of a child's attendance
- A dated receipt will be provided for each payment via email [family statement]
- Fees are to be paid through a direct debit system. If the payment declines, families must pay within 24 hours via EFTPOS.
- Fees are payable in advance for all routine and casual sessions booked at the Service. This includes pupil free days, public holidays, sick days, and family holidays but excludes periods when the Service is closed. The Service may be directed to close due to periods of local emergency such as bushfire or flood or a pandemic
- If a session of care falls on a public holiday, families are required to pay at a reduced fee.
- 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

HOLIDAY BOOKINGS AND FEES

Families will be offered four weeks of holidays in a calendar year.

Families are required to give two weeks' notice, in writing, of holidays and a reduced fee will payable.

Holiday bookings will be offered as casual days to other children or a reduction in staff will occur, therefore holidays, once booked, cannot be cancelled without prior arrangement.

CASUAL BOOKINGS AND FEES

Casual days will be offered to families if available.

Families will be charged at their standard rate

Casual bookings, once confirmed, cannot be cancelled, and will be charged regardless of attendance.

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 child must:
 - be a 'Family Tax Benefit child' or 'regular care child' and
 - be 13 or under and not attending secondary school and
 - meet immunisation requirements
- The person claiming the Child Care Subsidy, or their partner must:
 - meet residency requirements and
 - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their childcare provider
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - combined family income
 - activity test of parents
 - 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.
- Discounts will only be offered as outlined in the CCS Handbook.

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 on the statement.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees (as of June 2022- \$19.95). This is charged by the direct debit company and not Alphabet Preschool.

- Families will be issued with a *Statement of Entitlement* on a fortnightly 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

ABSENCES FROM 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
- 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](https://my.gov.au).
- 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

FINANCIAL DIFFICULTIES

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Approved Provider
- 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:
 - **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
 - **Additional Child Care Subsidy (grandparent)**—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment

- **Additional Child Care Subsidy** (temporary financial hardship)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
- **Additional Child Care Subsidy** (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 will be issued via Storypark, if after this reminder fees are still outstanding termination of child's enrolment will occur and the debt will be given to debt collection.

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 \$2 per minute block or part thereof will be incurred by the family
- A review of the child's enrolment will occur where families are consistently late picking up their child.

CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of two 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
- 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 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
- 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 2 weeks written notice to families of any fee increases or changes to the way fees are collected

RESPONSIBILITY OF FAMILIES

- 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.

THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for childcare fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of childcare fees for families. 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.

Our Service will record all documentation regarding any third party payments.

STAFF DISCOUNTS

Our Service offers educators and cooks a staff discount for children that attend our service, after CCS has been applied. The staff discount applies to employees who are employed, contracted or engaged to work with our services as an educator, early childhood teacher or cook. The Staff discount is calculated [based on position] at 30%-50% of full service fees after CCS has been applied and does not affect CCS eligibility.

(Department of Education – [Childcare discount for early childhood workforce](#)). (*Staff must continue to pay at least 5% of the gap fee*).

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 dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@education.gov.au

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

CONTINUOUS IMPROVEMENT/REFLECTION

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

RELATED RESOURCES

Fee Increase Letter – General Overdue Fee Payment Letter	Overdue Fee Payment Procedure Payment Plan Template Staff Discount Application
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SOURCE

Australian Children’s Education & Care Quality Authority. (2014).

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 Child Care Provider Handbook

<https://www.education.gov.au/early-childhood/resources/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 *Information for child care providers when a period of local emergency occurs*

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Guide to the National Quality Framework. (2017). (Amended 2023).

Revised National Quality Standard. (2018)

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Megan Hipkiss	Nominated Supervisor	May 2023
POLICY REVIEWED	MAY 2023	NEXT REVIEW DATE	MAY 2024
VERSION NUMBER	V17.05.23		
MODIFICATIONS	<ul style="list-style-type: none"> • policy maintenance • minor formatting edits within text • information added regarding staff discounts • Change in payment of Gap Fees by EFT (effective 1 July 2023) • Staff discount section added 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
SEPTEMBER 2022	<ul style="list-style-type: none"> • Update of Department name from Department of Education, Skills, and Employment to Department of Education • minor formatting edits within text • hyperlinks checked and repaired as required • links within sources updated to education.gov.au • link to Western Australian Education and Care Services National Regulations added in 'Sources' • Continuous Improvement/Reflection section added • Childcare Centre Desktop Resource section added 		MAY 2023
MAY 2022	<ul style="list-style-type: none"> • policy maintenance – related policy name change- Arrival and Departure Policy to Delivery of Children to and from EEC Service Policy • no major changes to policy • minor formatting edits within text • hyperlinks checked and repaired as required 		MAY 2023

AUGUST 2021	<ul style="list-style-type: none"> • Update of Related Legislation • Policy revised to align with recommendations with ACECQA's policy guide (August 2021) • Updated Related Policies • Check of links used within policy 	MAY 2022
MAY 2021	<ul style="list-style-type: none"> • Policy reviewed following updates in October 2020 as part of yearly review cycle • Policy content and sources current • Resource-<i>Overdue Fees Procedure</i> information added 	MAY 2022
OCTOBER 2020	<ul style="list-style-type: none"> • Minor adjustments recorded • Additional information added- ACCS, absences, responsibility of families, CCS tip-off line and complaints. 	MAY 2021
MARCH 2020	<p>Policy statement added Implementation information added CCS section included Absences section added Responsibility for Management expanded Resources and information section added</p>	MAY 2021
MAY 2019	<p>Grammar, punctuation and spelling edited. Sources/references alphabetised. Minor formatting for consistency throughout policy. 'Related policies' alphabetised.</p>	MAY 2020
MAY 2018	Changes made to comply with Regulations and changes to Child Care Subsidy	MAY 2019
OCTOBER 2017	Updated references to comply with the revised National Quality Standard	MARCH 2018
MARCH 2017	Minor changes made to ensure compliance with regulations and government requirements.	MARCH 2018