

# 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
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Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a>	

## 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 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, 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.

## FEE STRUCTURE

Village Early Education fee structures vary from service to service. We offer two session options including a full day and a 10-hour day.

## 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 child care subsidy amount- the 'gap fee'
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT)
- Fees must be kept a payment in advance of a child's attendance.
- Statements and invoices can be viewed at any time via the OWNA portal.
- Fees are to be paid weekly through our OWNA direct debit system. If families wish to pay fees on a fortnightly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.
- Invoices are generated each Thursday, with direct debits occurring each Friday.
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes pupil free days, 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 normal fees. CCS will be paid as per entitlements for sessions that fall on public holidays.
- Fees are charged for full sessions only, regardless of the actual attendance hours any day.
- Casual days may be offered to families if available within the Service's license.
- Any 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 2 weeks following the child's last day 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
- Parents 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.
- Child care [discounts for early childhood workforce](#) will only be offered as outlined in the CCS Handbook.

## PAYMENT OF FEES

- Families are required to pay fees using the OWNA direct debit system. Families are required to provide banking details to facilitate set up of the direct debit account prior to the child's first day of attendance.
- Should families be unable to utilise the direct debit system via OWNA, other payment options may be available. Please communicate with your Centre Director or Administration Officer for more information.
- There are no fees and charges associated with direct debit from bank account.
- Credit card and debit card direct debits will incur a surcharge of 1.75% per transaction.
- A dishonour fee of \$2.50 will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families can access their *Statement of Entitlement* via OWNA at any time.
- 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.

## ABSENCES FROM SERVICE

- Families are requested to contact the Service if their child is unable to attend a booked 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](#).
- 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.
- In a period of emergency (declared by the Australian Government), such as bushfire or flood, extra allowable absences for the duration of the emergency will be automatically applied in the CCS system

## 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
- 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 email will be issued after **one week** and then again, after **two weeks** if the fees are still outstanding.
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.
- A child's position will be suspended if payment has not been made after **three weeks**, for which the family will receive a final letter terminating the child's position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.
- If families' payments are consistently in arrears 1- or 2-weeks care can be suspended

### LATE FEES

- Our Service is not licensed or insured to have children on the premises outside of operational hours. This is a breach in the Education and Care Regulations.
- 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.
- A fee of \$5.00 per 1 minute or part thereof will be incurred by the family.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

### CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of **14 days** written notice is given to all families as per regulation 172.
- 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, or to make changes to their booked session.
- If termination from the Service is required without notification, families may lose their Child Care Subsidy, resulting in the payment required 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.

**EMPLOYEE DISCOUNT**

- Village Early Education Employees are eligible for a discount of 60% off their child’s daily gap fee.
- Employees will receive the employee discount only on days in which they are rostered to work.
- Employees are not eligible for the 50% holiday discount.
- Employees are eligible for the discount whilst on maternity leave, for their regular rostered days.
- Additional employee discount days may be available for those working three or more days per week, subject to the discretion of management.

**HOLIDAY DISCOUNT**

- A discount of 50% of the full booked session will be offered meeting the following requirements.
- Each enrolled child will be eligible for four weeks of their regular booked days to be utilised at any time across a calendar year.
- Families must complete and submit a holiday discount form a minimum of two weeks prior to the intended absence to be eligible.

Child’s regular booking	Holiday Discount Entitlement
1 x day per week	4 x days per year
2 x day per week	8 x days per year
3 x day per week	12 x days per year
4 x day per week	16 x days per year
5 x day per week	20 x days per year

**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 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
- 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

- 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 options 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

- 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.
- Review and sign the Complying Written Agreement (CWA) via OWNA.
- Monitor invoices/statements on a weekly basis and reporting any discrepancies or concerns regarding the charges and transactions to the centre director immediately.

### 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.

### 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 Service as an educator, early childhood teacher or cook. The approved provider will report any prescribed provider-funded discount when submitting and updating session reports.

### 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@dese.gov.au](mailto:tipoffline@dese.gov.au)

### 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 on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

### SOURCES

Australian Children's Education & Care Quality Authority. (2025).

<https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf> *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).

**REVIEW**

POLICY REVIEWED BY	Kelsey Pearce	Area Manager	
POLICY REVIEWED	DECEMBER 2025	NEXT REVIEW DATE	MAY 2026
VERSION NUMBER	V21.12.25		
MODIFICATIONS	<ul style="list-style-type: none"><li>• Removal of enrolment fee</li></ul>		