

PAYMENT OF FEES POLICY

PURPOSE

Village Early Education is committed to providing high quality education and care through fair, transparent and consistent fee management practices. This policy outlines the Service's fee structure, payment requirements, Child Care Subsidy (CCS) arrangements and the responsibilities of families in relation to the payment of fees. It supports compliance with relevant legislation and government requirements while ensuring families are informed of their financial obligations and the processes for managing fees, overdue accounts and related matters.

FEES

Village Early Education determines its fees to support the delivery of high-quality education and care while meeting legislative, regulatory and operational requirements.

- Fees vary between services and session types.
- Current fees are available from each Service and are provided to families prior to enrolment.
- Fees apply for each booked session of care, regardless of attendance, unless otherwise required by legislation.
- Fees are payable for public holidays where the child is normally booked to attend.
- Casual bookings may be offered where vacancies exist.
- Any credit remaining on a family account following the end of enrolment will be refunded once all outstanding fees and Child Care Subsidy (CCS) adjustments have been finalised.

PAYMENT OF FEES

Families are responsible for ensuring their child care fees are paid in accordance with this policy.

- Fees must be paid in advance.
- Weekly payments are collected through Village Early Education's nominated direct debit system unless an alternative arrangement has been approved.
- Fees must be paid via direct debit payment from a nominated bank account.
- Families must maintain valid bank account details and ensure sufficient funds are available for scheduled payments.
- Invoices are generated each Thursday, with direct debits occurring each Friday.
- Statements and invoices are available through the OWNA Family Portal.
- A dishonour fee of \$2.50 will apply for direct debit transactions where there are insufficient funds to cover the fees

- Families experiencing financial hardship are encouraged to contact the Service as early as possible to discuss suitable payment arrangements.

CHILD CARE SUBSIDY (CCS)

Village Early Education administers Child Care Subsidy in accordance with Family Assistance Law.

CCS is paid directly to the Service and applied as a reduction to eligible child care fees.

Families claiming CCS are responsible for:

- meeting all eligibility requirements
- confirming their CCS enrolment through myGov
- signing any required Complying Written Arrangements (CWAs)
- notifying Centrelink of any changes that may affect their CCS entitlement.

Any enquiries or disputes relating to CCS eligibility or entitlement must be directed to Services Australia.

ADDITIONAL CHILD CARE SUBSIDY

Additional Child Care Subsidy (ACCS) provides additional financial assistance to eligible families in accordance with Family Assistance Law.

There are four different payments under Additional Child Care Subsidy:

- [Child wellbeing](#) to help children who are at risk of serious abuse or neglect. Providers apply on behalf of families. Families cannot apply directly.
- [Grandparents](#)—to help grandparents on income support who are the primary 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

To be eligible for ACCS Child Wellbeing, the child must first be eligible for Child Care Subsidy (CCS). Once CCS eligibility has been established, Village Early Education may submit an ACCS Child Wellbeing application in accordance with legislative requirements.

Services can give a family immediate access to ACCS child wellbeing by submitting a certificate for up to 6 weeks per child every 12 months. If a family requires continued access to the subsidy after 6 weeks, a

determination can be applied for up to 13 weeks at a time if each of those weeks include an at risk day. Determinations can be applied for 52 weeks at a time if a child is in formal foster care, formal kinship care or on a long-term protection order.

Applications for ACCS Child Wellbeing determinations will be supported by appropriate evidence from third-party organisations or professionals that demonstrates the child meets the eligibility requirements. Evidence must be no more than six months old from the determination start date.

In limited circumstances, a child may be enrolled under a Provider Eligible Arrangement (PEA) where a CCS eligible parent or carer cannot be identified, or where a child is in formal foster care or formal kinship care and is awaiting assessment of Child Care Subsidy (CCS). A PEA allows eligible children to access care while their CCS claim is being finalised.

A PEA may only be used for a maximum period of 13 weeks and cannot be extended or renewed.

The child must have a valid Centrelink Reference Number (CRN) before a PEA can be established.

Once the child has been assessed as eligible for CCS, a Complying Written Arrangement (CWA) must be entered into with the child's parent or carer before ongoing CCS can be claimed.

ABSENCES

- Families are encouraged to notify the Service when their child will be absent.
- Families are required to pay the 'gap' fee to the Service if their child is unable to attend
- Each child is entitled to up to 42 allowable absence days per financial year. These absences do not require a reason or supporting documentation.
- Once all allowable absence days have been used, CCS will only be payable where the absence meets an approved reason under Family Assistance Law and any required supporting documentation has been provided.
- Records and evidence will be kept by the Service for each additional absence, where required
- Families are responsible for monitoring their child's CCS absence entitlement through their myGov account and for providing any documentation required to support additional absences.
- During declared emergencies or other circumstances recognised under Family Assistance Law, additional absences may be claimed where permitted.

OVERDUE ACCOUNTS

Families are expected to maintain their account in accordance with this policy.

Where fees become overdue, Village Early Education may:

- issue reminder notices
- suspend a child's enrolment where fees remain outstanding
- terminate enrolment for ongoing non-payment
- refer unpaid accounts for debt recovery.

The process for managing overdue accounts is outlined in the Payment of Fees Procedure.

Village Early Education recognises that families may occasionally experience financial hardship.

Approved payment arrangements may be established to support families

Families are encouraged to discuss any financial difficulties with the Service as soon as possible.

Failure to comply with an agreed payment plan may result in the overdue account process recommencing.

LATE COLLECTION FEES

Children must be collected before the Service's closing time.

Where a child is collected after closing time, a late collection fee of \$5.00 per minute or part thereof will apply.

Persistent late collection may result in a review of the child's ongoing enrolment.

CHANGE OF FEES

Fees are reviewed periodically.

Where fees increase or the method of fee collection changes, Village Early Education will provide families with at least 14 days' written notice in accordance with Regulation 172.

Changes to CCS hourly rate caps are determined by the Australian Government and are applied in accordance with Family Assistance Law. Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

TERMINATION OF ENROLMENT

Village Early Education reserves the right to suspend or terminate enrolment where:

- fees remain unpaid
- payment arrangements are not maintained
- families fail to comply with this policy.

EMPLOYEE DISCOUNT

Village Early Education offers eligible employees a discounted child care fee to support access to early education and care for their families.

- Eligible employees receive a 60% discount on their child's daily gap fee after CCS has been applied.
- The discount applies only on days the employee is rostered to work.
- Employees working three or more days per week may receive additional discounted days at the discretion of management.
- Employees on approved parental leave remain eligible for the discount on their regular rostered days.
- Employees are not eligible to receive the Holiday Discount.
- Employee discounts are administered in accordance with Family Assistance Law and Child Care Subsidy requirements and may be amended or withdrawn where eligibility criteria are no longer met.

HOLIDAY DISCOUNT

Village Early Education offers eligible families a 50% holiday discount to support planned periods of leave.

- Eligible families may access a holiday discount of 50% of the child's usual daily fee for up to four weeks of their regular booked days each calendar year.
- Holiday discount entitlements are based on the child's regular permanent booking pattern.
- Families must complete and submit a holiday discount form a minimum of two weeks prior to the intended absence to be eligible.
- Holiday discounts cannot be applied retrospectively once the booked session has occurred.
- Children receiving the Village Early Education employee discount are not eligible for the holiday discount.
- Holiday discount entitlements are allocated per family, per calendar year, and do not reset when a family transfers between Village Early Education services.
- Where a family transfers to another Village Early Education service during the calendar year, any holiday discount already used will be deducted from their annual entitlement, with the remaining balance transferring to the new service.

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

PRESCRIBED AND NON-PRESCRIBED THIRD-PARTY PAYMENTS

Where a third party contributes towards a family's child care fees, Village Early Education will administer and report these payments in accordance with Family Assistance Law and Child Care Subsidy requirements.

Any approved third-party contribution will be applied to the family's account before Child Care Subsidy is calculated where required by legislation.

COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families with questions or concerns regarding fees, Child Care Subsidy administration or their account are encouraged to contact the Service in the first instance. Complaints will be managed in accordance with the Village Early Education Complaints and Grievances Policy.

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

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

[Reporting requirements for prescribed discounts](#)

[How to manage absences - Australian Government](#)

[Managing third party discounts](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be evaluated 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. (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](#)

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 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 as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

REVIEW

POLICY REVIEWED BY	Kelsey Pearce		
POLICY REVIEWED	SEPTEMBER 2026	NEXT REVIEW DATE	JUNE 2027
VERSION NUMBER	V23.09.26		
MODIFICATIONS	Removal of credit card payment option and clarification of accepted payment methods		