



Policy No: CE-POL-022/7.1/2013

## Fees Policy

**Custodian:** Management  
Committee

**Custodian Contact:**  
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**Version No:** 7.1

**Approved By:**

Burcu Subasi  
- Chairperson

**On behalf of the Management  
Committee.**

**Approval Date:** 23/10/24

**Next Review Date:** 22/12/25

**Supersedes:**  
Fees Policy Version 7.1

### 1 Purpose:

The purpose of this policy is to provide a clear, transparent, fair and inclusive set of guidelines for the setting, payment and collection of fees, which ensures the viability of the service.

The Education and Care Service National Regulations require our Centre to have policies and procedures in place for the payment of fees and the provision of a statement of fees charged.

### 2 Scope:

Approved Providers (This Centre has 2 approved providers- Department for Education & the Management Committee).

Nominated Supervisor  
Administration staff  
Families  
Account Payees

### 3 Supporting Documents:

[Delivery and Collection of Children Policy](#)  
[Priority of Access Guidelines for Child Care](#)

### 4 Policy Details:

C.a.F.E. Enfield Children's Centre is a not-for-profit Centre. We aim to develop a fee structure that is affordable, and ensures the viability of the service. Fees are determined by the Management Committee based on the budget set for the Centre. As a not-for profit Centre it is important that fees are paid regularly and on time. Parents are expected to pay fees either weekly or fortnightly, unless special arrangements are negotiated with the Director of Education and Care and the Management Committee. Fees are charged for all bookings, including when the child is absent.

Parents are made aware of the Fees Policy on enrolment, and will be given a minimum 2 weeks' notice prior to any changes to the policy or fee schedule.

## 5 Procedures:

### Childcare Subsidy & Gap fees

Childcare Subsidy (CCS) will be applied to **childcare** fees where families meet the Australian Government eligibility criteria. (CCS does not apply to preschool fees). To ensure you receive Child Care Subsidy you must sign your child in and out each day. This is done electronically via the ipad in the Centre foyer or your child's room.

Families who receive CCS are required to make a co-contribution to their child care fees under [Family Assistance Law](#). They do this by paying the difference between the provider's fee and the CCS amount. This is known as the out-of-pocket or gap fee.

This requirement does not apply to families who receive Additional Child Care Subsidy (child wellbeing) or (grandparent). That is because this subsidy generally covers 100% of the fee charged.

You can find more information about CCS at the Services Australia website [here](#).

### Additional Child Care Subsidy

If you're eligible for Child Care Subsidy you may get extra help with the cost of approved child care. To get this you must be eligible for Child Care Subsidy. And you need to be 1 of the following:

- an eligible grandparent getting an income support payment
- transitioning from certain income support payments to work
- experiencing temporary financial hardship
- caring for a child who is vulnerable or at risk of harm, abuse or neglect.

Read the full conditions under [who can get it](#).

### We require a Bond Payment when you are offered a place

A bond payment of \$20.00 for each day that your child is booked into care is required once you have been offered a place. The bond payment will be refunded when your child leaves the Centre.

*For example- if your child will be attending the centre 3 days a week a \$60.00 bond is required, if they attend 5 days then \$100 is required.*

The bond will be forfeited if you accept a place at the Centre and then your child doesn't start (this is to cover the admin costs associated with setting up and removing the enrolment).

### How to pay Fees

(Please note that under Family Assistance Law **cash payments cannot be accepted**)

#### Bank transfer:

- Fees can be electronically transferred into our account. The details for internet banking are on the top right hand corner of your fee invoice. When paying by direct deposit please put your child's surname and initial in the description field so we know who the payment is from.

#### Credit card

- Payments can be made via EFTPOS when the office is attended.

### How you will get your statement of fees

A statement detailing your session times, allowable absences used, fees & payments will be emailed to you each week. It will detail your fees and payments for the previous week.

If you prefer to receive a paper copy then please speak to someone in the office.

### **Financial Difficulties**

If you are experiencing financial difficulties, please speak to us as soon as possible so that a suitable payment plan may be arranged with the Director.

Families can apply for [Additional Child Care Subsidy](#) (ACCS) through Centrelink if they are in temporary financial hardship. You may need to meet certain criteria to be eligible. More information is available on the [Services Australia website](#).

### **Failure to Pay Fees**

It is a requirement of this centre that regular payment of fees are made and maintained. The account payee is expected to pay fees weekly/fortnightly, unless special arrangements are negotiated with the director.

If you don't pay your fees, you will be contacted via:

- an SMS reminder after 14 days
- Telephone call after 21 days to discuss payment options.

Continued failure to pay your fees may result in your child's care being suspended until fees are paid or a payment plan is in place.

### **Absences from child care**

- Families are requested to contact the Centre by telephone or e-mail if their child is unable to attend a session (contact details are on page 1 of this policy).
- Families must still pay the 'gap' fee if their child is unable to attend
- Under Family Assistance Law, families can get CCS when their child is absent from a session of care they would normally attend for up to 42 days per child, per financial year.
- Families can use their 42 absence days for any reason. They don't need to provide evidence.
- Families may be entitled to [additional absence days](#) in certain circumstances once they have used their allowable absences.
- In shared care arrangements, the allowable absences count is allocated to the child, not to each individual parent.
- More information is available on the [Services Australia website](#).

### **Public holiday Fees**

From January 1 2024, there will be no charge for Public Holidays.

### **Family Holiday Fees**

Normal Fees still apply.

Family holidays require a minimum of 2 weeks' notice. This can be done by completing the "Notification of Changes form" located in the office, or by email.

Families can use their 42 allowable absences for short-term travel overseas. However, families will stop being eligible for CCS after 6 weeks overseas. Learn more about [payments to families overseas](#).

### **Changes to your regular booking** (including notification of holidays, request for extra days/ different days, cancelling your bookings)

We are usually operating at our capacity within the rooms and so it may not be possible to change your days/bookings. Any requests/changes to your regular bookings require a minimum of 2 weeks' notice and can be done by completing the "Notification of Changes form" located in the office, or by email and you will be added to our internal waiting list.

- Failure to give the required 2 weeks' notice for cancelling your child care bookings, will result in the bond being forfeited.

## December/January School Holidays

Parents have the benefit of being able to change booking times for the summer school holiday period only. (This includes reducing, increasing or cancelling sessions within that period). A request form to alter bookings will be made available during the month of November and these forms will need to be returned by 30th November. Bookings requested on this form will only apply for that holiday period and will not affect your normal term bookings. If you book a session and don't attend, you will still be charged.

## Centre Closures – No fees are charged

- The Centre closes for up to 4 days per year for **Professional Development**. No fees are charged on these days. Emergency care is available at the usual cost if requested. Parents are notified once dates are set.
- The Centre closes for 2 weeks during the **Christmas/New Year** period – no fees will be charged during this time. You will be informed of the dates once they are set by the Management Committee each year.
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## Late Collection Fees

Failure to collect your child before the end of the session (12:30pm or 6:00pm) will incur a late fee of \$2.00 per minute. Sign out as normal on the ipad. The educator will write in the time the child is collected on the **late collection form** & record their name. The person collecting the child will sign the form as an acknowledgement. This form will be forwarded to the admin staff.

Late fees will be charged to the next regular invoice

## 6 Related Legislation and Regulations

Education and Care Services National Law

Education and Care Services National Regulations 2011

Regulation 111 Administrative space

Regulation 168 Education and care service must have policies and procedure

Regulation 170 Policies and procedures to be followed

Regulation 171 Policies and procedures to be kept available

Regulation 172 Notification of change to policies or procedures

## 7 Definition of Terms:

Term	Meaning
<b>ACCS-</b> Additional Child Care Subsidy	The Additional Child Care Subsidy (ACCS) provides extra help with the cost of early childhood education and care to families facing difficult or challenging circumstances. ACCS will usually cover all of a child's early childhood education and care fees.
<b>ACECQA</b>	Australian Children's Education and Care Quality Authority- The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.
<b>CCS-</b> Child Care	The main Australian Government payment to assist families with the



Subsidy	costs of education and care for their children. It is generally paid to providers who pass it on to families as a fee reduction. Families must make a co-contribution by paying the gap fee. Providers must report fee information to the government
DfE-	Department for Education
Notice period (fees)-	The length of time stipulated by a service to notify families before making any changes that will affect the fees charged or the way in which fees are collected. The notice period must be at least 14 days.

## 8 References:

Australian Government Services Australia website at url:

<https://www.servicesaustralia.gov.au/child-care-subsidy> (accessed on line 10/12/23)

ACECQA- Policy Guidelines- Payment of Service Fees and Provision of a statement of Fees charged by the service, August 2021, accessed online (20/4/22) at url: <https://www.acecqa.gov.au/sites/default/files/2021-08/PaymentServiceFeesProvisionStatementGuidelines.pdf>

[www.acecqa.gov.au/sites/default/files/2021-](https://www.acecqa.gov.au/sites/default/files/2021-08/PaymentServiceFeesProvisionStatementGuidelines.pdf)

[08/PaymentServiceFeesProvisionStatementGuidelines.pdf](https://www.acecqa.gov.au/sites/default/files/2021-08/PaymentServiceFeesProvisionStatementGuidelines.pdf)

ACECQA- Procedure Guidelines- Payment of Service Fees and Provision of a statement of Fees charged by the service, August 2021 accessed online (20/4/22) at url:

[https://www.acecqa.gov.au/sites/default/files/2021-](https://www.acecqa.gov.au/sites/default/files/2021-08/PaymentServiceFeesProvisionStatementGuidelines.pdf)

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## 9 Review Strategy and History:

Review will be conducted every 2 years to ensure compliance with this procedure

Version No.	Reviewed By	Approved By	Approval Date	Revision description
1	Staff & Management Committee	Liam Fudali - Chairperson	25/06/2013	New format
2	Staff & Management Committee	Joan Gilbert	08/12/2013	New fees for 2014 added
3	Staff & Management Committee	Maud Giles- Chairperson	26/11/14	New fees for 2015 added
4	Staff & Management Committee	Josephine Salisbury -Chairperson	9/12/15	New fees for 2016 added References updated Minor wording change
4.1	Staff & Management Committee	Josephine Salisbury -Chairperson	15/6/16	New fees added for July 2016
4.2	Staff & Management Committee	Josephine Salisbury Chairperson	16/11/16	New fees for 2017 added Amended Holiday section Updated document links Minor amendments
4.3	Staff & Management Committee	Scott Dolman Chairperson	14/11/17	New fees for Jan 2018 added
4.4	Staff, Management Committee & parents	Melissa Smithen Chairperson	20/6/18	New Fees for July 2018 Removed sections relating to CCB & CCR Inserted section relating to Child Care Subsidy Updated references & review

				history
<b>4.5</b>	Staff, Management Committee & parents	Melissa Smithen-Chairperson	14/8/19	Updated references & review history Inserted -Holidays and/or extended periods of leave
<b>4.6</b>	Staff, Management Committee & parents	Melissa Smithen-Chairperson	11/12/19	New Fees for January 2020 Update review history
<b>5</b>	Staff, Management Committee & parents	Alison Cooksley Acting Chairperson	9/12/20	New Fee schedule - Jan 2021 Added section 6 Regulations and Legislation Repaired broken hyperlink Updated references and review history
<b>6</b>	Staff, Management Committee & parents	Alison Curtis Chairperson	21/9/22	altered section- Child care subsidy to include gap fees Inserted - changes to regular bookings Removed Fee schedule Updated references and review history. Changed review period to 2 years.
<b>7</b>	Staff & Management Committee	Amelia Thiele Chairperson	22/12/23	Format change to definitions Altered Public holiday charge to reflect no charge Altered Family holiday section to reflect change from discount to "normal fee charged" Inserted paragraphs about ACCS, Absences Removed cash payments section to reflect changes to National Law Updated referencing & review history
<b>7.1</b>	Assistant Director	Burcu Subasi Chairperson	23/10/24	Minor wording change to include electronic sign in using Centre ipads.