

Policy 7.2

Payment of Fees

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

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	

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 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 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

- An enrolment fee of \$50 is charged upon confirmation of enrolment. This fee is non-refundable and is required no later than the date provided on your enrolment pack.
- An interim booking fee of \$150 is charged to confirm and secure your booking. This fee is non-refundable and is required no later than the date provided on your enrolment pack. This fee is off set against the first account or forfeited should the enrolment not proceed.
- A bond consisting of 2 weeks’ full fee is to be paid no later than 4 weeks prior to child’s first day of care.

- Bonds will be adjusted to reflect the number of permanent days each child attends. This will occur when a child's permanent days increase or decrease or whenever there is a daily fee increase.
- 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.

Fee	Amount	When Levied	Refundable
Waiting list fee	\$30/family	At time of application	No
Enrolment fee	\$50/child	Payable upon acceptance of booking offer and secures your booking.	No
Interim booking fee	\$150/child	Payable upon acceptance of booking offer and secures your booking.	Off-set against the first account or forfeited should the enrolment not proceed
Bond	Equivalent to 2 weeks full fee	Charged prior to commencing care to secure enrolment. Adjusted according to fees and number of attendance days.	Yes
Maintenance Levy	\$25/family	Charged monthly	No
Daily Fee – FULL Before subsidy is applied	\$155/child	Charged weekly in arrears	No
Casual Booking	\$155/child	24 hours (minimum) notice required for cancellation	No

Late Fee	Amount		Refundable
Each occurrence	\$15	Every 10-minute block or part thereof PLUS breach payment	No
1 st breach	\$25		No
2 nd breach	\$50		No
3 rd and subsequent breaches	\$100		No

We require all children and families to be off the premises by 6.00pm and therefore request parents to be at the centre no later than 5.50pm.
Please allow enough time for you to discuss your child's day as staff are required to close the centre by 6.00pm as we are not licensed past this time. We appreciate your cooperation with this.

GENERAL FEES

- Fees are charged on a daily basis and vary depending on the families Child Care Subsidy.
- CCS is paid directly to the Service, and this is used as a fee reduction (visible on a family's statement)
- Fees are charged weekly in arrears.
- Fees are payable for every day that a child is enrolled at the service. This excludes periods when the service is closed such as Staff training days and end of year closure. Centrelink will pay benefits for up to 42 allowable absences.
- Fees are charged for Public Holidays, illness, and any other absence.
- 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. We require a minimum of 24 hours' notice for any casual day cancellation otherwise the full daily fee will apply.
- Child Care Subsidy is available to all families who are Australian Residents. To find out about eligibility, families must contact the Family Assistance Office and have a MyGov account.
- It is the responsibility of the parent/guardian to ensure that their information is kept up to date with the Family Assistance Office and to notify them of any changes relating to parent income / circumstances.
- All children are required to have up to date Immunisation in order to receive Government assistance.

CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their [myGov](#) account linked to Centrelink
- All eligible families are guaranteed **at least** 72 hours of subsidised childcare 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
- Parents must:
 - care for their child at least 2 nights per fortnight or have 14% share of care
 - be liable for childcare fees at an approved early childhood education care service
 - meet residency requirements
- The child must:
 - meet immunisation requirements
- Childcare 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 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 whether 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.

PAYMENT OF FEES

- Fees can be paid via direct debit of a credit/savings card or bank account.
- Families will be issued via email with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- 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

FINANCIAL DIFFICULTIES

- Where a family is experiencing financial hardship, it is requested that the Director be contacted to discuss the problem and assess if any special arrangements or assistance may be available.
- The executives of the Governing Committee will be notified and reserve the right to make decisions regarding any special/ appropriate arrangements.

OVERDUE/OUTSTANDING ACCOUNTS

Accounts are overdue when:

- The amount overdue is greater than 2 weeks of the family's fees.

Accounts are Outstanding when:

- No payment has been received for a period of 6 weeks.
- There is still money owing after a child has left the centre that exceeds the bond that would be forfeited by the family due to non-payment of fees.

The following procedures will apply to all overdue/outstanding accounts.

1. A letter to be sent requesting the family pay the overdue account.
2. If no response to step 1, a second letter to be sent requesting that the account be paid in full or to contact the Director if they are having problems meeting the payments.
3. If still no response to step 1 and 2, the Director will inform the Treasurer who will send a final letter requesting the outstanding amount be paid in full, that contact be made with the Director within 7 days, or this matter will be put in the hands of a Collection Agency, and the child/ren's care will be cancelled. At this time any bond payment (refer above) provided by the family will be forfeited and applied against the outstanding debt. Any amount still outstanding after this will be pursued by the Centre.
4. The Governing Committee to be notified at their next meeting that step 3 has been implemented.

The Governing Committee has the right to cancel a family's care within Conyngham Street Child Care Centre Inc., and this action will be taken where a family has failed to comply with the Committee's request for payment of outstanding fees.

The family will be given 2 weeks' notice in writing that if their account is not paid in full their childcare will be cancelled and care refused.

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-minute block.
- Families are also charged a breach payment accordingly.
- A review of the child's enrolment will occur where families are consistently late (4th breach)

CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families (Reg. 172 requires a minimum of 14 days' notice)

TERMINATION OF ENROLMENT

- Parents are to provide four weeks' written 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 Director is responsible for the billing and chasing of fees.
- Should families wish to discuss fees, they will need to see the Director.
- ensuring that obligations under the *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
- taking reasonable steps to ensure all educators and staff 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
- notifying families of any overdue fees
- providing families with reminder letters as required
- discussing financial hardship considerations and payment plans with families, when necessary
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required

- providing at least **4 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.

Source

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	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
April 2018	<ul style="list-style-type: none"> • Minor changes made to ensure compliance with regulations and government requirements. 	April 2019
July 2018	<ul style="list-style-type: none"> • Governing Committee approved bond amounts to reflect number of attendance days and fee increases 	July 2019
January 2019	<ul style="list-style-type: none"> • Inclusion of interim booking fee 	July 2021
June 2021	<ul style="list-style-type: none"> • Increase in daily fees 	July 2023
July 2021	<ul style="list-style-type: none"> • Inclusion of payment of fees during a lockdown 	July 2023
April 2023	<ul style="list-style-type: none"> • Increase in daily fees • Update to payment options 	July 2024
August 2023	<ul style="list-style-type: none"> • Renamed COVID-19 to Pandemic • Addition of Casual Day Bookings 	July 2024

December 2023	<ul style="list-style-type: none"> • Changed notice of cancellation of care to weeks' notice 	December 2026
May 2024	<ul style="list-style-type: none"> • Increase in daily fees & Maintenance fee 	July 2027
June 2025	<ul style="list-style-type: none"> • Increase in daily fees & Maintenance fee • updated CCS eligibility (effective July 2023) • added content to responsibility of approved provider/management • sources checked for currency and hyperlinks updated 	June 2028
May 2026	<ul style="list-style-type: none"> • Increase in daily fees • updated changes to CCS effective January 2026 • added legislative changes to include paramount consideration • sources updated as required 	May 2029

Payment of Fees Sign Off Slip

This form is to be signed by all parents of Conyngham Street Community Children's Centre.

Name:

I have read and have had the opportunity for my questions to be answered. I now clearly understand the policy and my role in ensuring I comply with the policy.

Signature:

Date: