



**Grenfell Preschool**  
+ LONG DAY CARE CENTRE



**Weddin Mobile**  
Preschool  
Service

## PAYMENT OF FEES POLICY

Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of families 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.

***Please note: CCS only applies to families using the Long Day Care Service and Out of school hours Service***

### 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
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
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### RELATED POLICIES

Arrival and Departure Policy Child Care Subsidy (CCS) Governance Policy Enrolment Policy Governance Policy	Orientation of New Families Policy Privacy and Confidentiality Policy Termination of Enrolment Policy
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## PURPOSE

For families 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, educators, the Board of Directors and visitors of the Service.

## Fees

Long Day Care Rates (7:30am to 6.00pm)	\$110.00 per day
Before School Care (7:30am to 8:30am)	\$15.00 per hour
After School Care (3:30pm - 6:00pm)	\$25.00 flat rate
<b>Preschool Rates (8.00am-3.30pm)</b>	
Grenfell Pre School	\$30.00
Grenfell Equity Children	\$5.00
<b>Weddin Mobile Pre School (9:15am-3:15pm)</b>	
Weddin Mobile Pre School	\$30.00
Weddin Mobile Equity	\$5.00

An equity child is one who:

- Is at least 3 years old on or before 31 July and from a disadvantaged background (i.e. from a family holding a low income Health Care Card and/or is Aboriginal)

Occasional Care is a one off booking

- Payment of fees books your child’s position and ensures a placement. Fees falling into arrears are at risk of the position being lost.
- Families are able to access Child Care Subsidy through the Department of Human Services to assist with fees. The percentage the government will subsidise fees will be dependent upon income.
- The Centre is open for 10 and a half hours per day and provides full day and occasional care. A full day is from 7.30am to 6.00pm. If a casual booking of less than 3 hours care is required, the occasional rate is charged
- Fees are charged for permanent sessions even if the child is absent for the day.



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- Casual days may be offered to families if available within the Service. 24 hours' notice is required for a casual day.
- Long Day Care fees are payable for permanent positions for the 50 weeks of the year that the Centre is open including during school holidays and when your child is absent due to illness, family holidays or other circumstances.

Children accessing the Service that are aged between 3 and 6 years will have the option of attending Long Day Care between the hours of 8am and 6pm and receiving Child Care Subsidy or they can elect to pay for 7.5 hours care from 8.00 am to 3.30pm accessing a Preschool place.

Preschool Funded places are available for preschool aged children from 8.00-3.30pm. To be eligible for a preschool placement the child/children must be enrolled for a minimum of 2 days.

### Payment Options:

Payments can be made by EFTPOS, credit card, or direct deposit.

### Banking Details

Account Name: Grenfell Preschool Inc.      BSB No: 032820 Account No: 136321

### Membership Charge

Families will be charged the annual Membership charge fee of \$10.00 per family at the start of each financial year. The membership fee is in accordance with the Service's constitution.

Families need to provide two weeks' notice of cancellation of their child's position.

### General Information

- Fees will be processed on a weekly basis and emailed.
- Fees are payable when your child is absent due to illness, family holidays or other circumstances.
- Fees are calculated on the previous week's usage. The date of the accounting period is clearly marked on accounts.
- Fees are not payable when the centre is closed for two weeks at Christmas.
- Fees will be reviewed as deemed necessary by the Board of Directors.
- Bus fees will be charged to your account termly.

### Fee Payment

Fees are to be paid to the Operations Coordinator during office hours 8am - 4pm.

Fees may be paid by direct credit or using EFTPOS facilities. All payments will be receipted. Parents are to ensure fees are paid on a regular basis ensuring accounts do not become unmanageable.



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Communication with the Operations Coordinator is recommended for payment plans and families experiencing financial difficulties. This will be recorded in the Fee Communication File.

### Child Care Subsidy (CCS) (Long Day Care and Out of School Hours Only)

- Families/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 families
  - 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 is 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.

### Absences from the Service

- Families are requested to contact the Service if their child is unable to attend a session.
- Fees are payable when your child is absent due to illness, family holidays or other circumstances.
- 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)



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- 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.

### Fees in Arrears

If an account falls into arrears, the amount being equal to 4 weeks of fees, the following procedures will be implemented.

- When an account falls into arrears the families history of payment of fees and communication is considered before Letter 1 is sent requesting immediate payment.
- If no response to Letter 1 is received, then the families concerned will be telephoned by the Operations Coordinator.
- And informed of the amount they owe and reminded of the service's policy on fee payment and requested to pay their fees within 7 days, date specified. Payment plan may be offered.
- If there is no response or no payment of fees, following review by the Operations Coordinator and Nominated Supervisor, Letter 2 will be sent. Letter 2 informs the families that, since fees have not been forthcoming their child's position at the service has been cancelled and that legal action will be undertaken to recover the outstanding debt. Families are also informed that they will be responsible for meeting any additional costs incurred during this legal process.
- Three weeks prior to the end of the preschool term 4 a letter will be sent to all families of children starting school requesting that their fees be finalised prior to the child's last preschool day.
- Families who are continually contacted about overdue accounts may be assisted to manage their account by contract of a payment plan.
- Families are encouraged to discuss financial difficulties with the Operations Coordinator/Director prior to accumulating a debt.
- Families will be informed that when the account and legal fees have been paid, their child will be eligible for re-enrolment. If a vacancy exists, the child may re-enrol and attend the next nominated day.
- Re-enrolment is conditional on agreement of a contract of a payment plan.



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## Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Operations Coordinator.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink for additional fee assistance.
- 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 grand families 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

## Late Fee

It is a regulatory requirement that two educators members be present on the premises at all times when children are in attendance. If a parent is late picking up their child this means overtime must be paid to two educators members. Therefore to cover this cost a late fee will be charged.

The charges applied to arriving late to collect your child are:

- Flat rate of \$10 plus \$1 for a minute late per child

In the best interest of the child, families will be contacted if they are late. If families are unavailable the emergency person listed on the enrolment form will be contacted and the child released to them. If the emergency contact person is unavailable, then the Police will be notified, and they will take custody of the child. A late fee will still be charged pending on the length of time the above process takes.



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## Termination of Enrolment

- Families are to provide **two 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 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 the Operations Coordinator

The Operations Coordinator is 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
- record communication with families about fees
- terminating enrolment of children should fees not be paid in consultation with the Director/Board of Directors.
- discussing fee payment with families if required

## 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 enrolment agreement and *Payment of Fee Policy*.
- Notify Centrelink of any changes that may affect their CCS entitlement.
- Confirm their child's enrolment through the families myGov account.
- Updated immunisation statements to ensure subsidised care continues and enrolment is not cancelled.



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- A separate enrolment form and Child Care Subsidy claim must be completed by each parent/guardian in the situation of shared care arrangements throughout the care week. In accordance with the Payment of Fees Policy the parent/guardian who has the child in their care on that day is responsible for the payment of fees for that period. Any changes to these arrangements must be notified to the Operations Coordinator immediately.
- Payment of fees when your child is absent due to illness, family holidays or other circumstances

### Third Party Payments

Families 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.

### Complaints relating to the administration of Child Care Subsidy (Centre Based only)

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

[New Child Care Package Information for Families Resources](#)

[Child Care Subsidy](#)

[Child Care Package Overview](#)

[Centrelink Customer Reference Number](#)





[Absences from childcare- Australian Government](#)

**Source**

Australian Children’s Education & Care Quality Authority. (2014).  
 Australian Government Department of Education Child Care Provider Handbook  
<https://www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook>  
 Australian Government Department of Education, Skills and Employment *Early Childhood and Care*  
<https://www.education.gov.au/early-childhood-and-child-care-0>  
 Australian Government Department of Education, Skills and Employment *Information for child care providers when a period of local emergency occurs*  
 Education and Care Services National Law Act 2010. (Amended 2018).  
[Education and Care Services National Regulations](#). (2011).  
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).  
 Guide to the National Quality Framework. (2017). (Amended 2020).  
 Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).  
 Revised National Quality Standard. (2018)

**REVIEW**

POLICY REVIEWED	October 2020	NEXT REVIEW DATE	March 2021
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Minor adjustments recorded</li> <li>• Additional information added- ACCS, absences, responsibility of families, CCS tip-off line and complaints.</li> </ul>		



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POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
March 2020	<ul style="list-style-type: none"><li>• Policy statement added</li><li>• Implementation information added</li><li>• CCS section included</li><li>• Absences section added</li><li>• Responsibility for Management expanded</li><li>Resources and information section added</li></ul>	March 2021
May 2019	<ul style="list-style-type: none"><li>- Grammar, punctuation and spelling edited.</li><li>- Sources/references alphabetised.</li><li>- Minor formatting for consistency throughout policy.</li><li>- 'Related policies' alphabetised.</li></ul>	May 2020
May 2018	Changes made to comply with Regulations and changes to Child Care Subsidy	May 2019
October 2017	<ul style="list-style-type: none"><li>• Updated references to comply with the revised National Quality Standard</li></ul>	March 2018
March 2017	<ul style="list-style-type: none"><li>• Minor changes made to ensure compliance with regulations and government requirements.</li></ul>	March 2018