

FEES AND BOOKINGS 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).

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 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
S. 3A	Paramount consideration
111	Administrative space
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
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172	Notification of change to policies and procedures
181	Confidentiality of records kept by approved provider
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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	

RELATED POLICIES

Access Policy Grievance and Complaints Policy Delivery & Collection of Children Policy Enrolment Policy	Financial Management Policy Policy Management Committee Policy Privacy and Confidentiality Policy
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PURPOSE

For parents to gain a clear understanding of the OSHC/LDC/Pre School Service fee structure, payment requirements and Child Care Subsidy (CCS) benefits prior to enrolment. This Policy explains the 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, Educators, Management, Approved Provider, Nominated Supervisor, students, volunteers and visitors of the Organisation.

IMPLEMENTATION

Activity Centres 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 Organisation 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.

The fee structure of the Organisation includes:

ENROLMENT FEE AND BOND PAYMENT

- An enrolment fee of \$50.00 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service.
- A Bond of \$200 is payable per child upon confirmation of enrolment, to secure the child's position at the service.
- Where needed the bond can be reduced or paid off; this will be agreed upon and in writing with the Service.
- The bond will be refunded to families upon completion and return of the Bond Refund form following the child/ren leaving the Service, provided all fees owing to the Service have been paid in full and CCS has been settled
- Where a family has an outstanding balance owing to the Service at the time the child/ren leaves care, the Service reserves the right to offset the bond against that outstanding balance. Any shortfall remaining after the bond has been applied will continue to be pursued in accordance with the Service's debt recovery process. Where the bond exceeds the amount owing, the remaining balance will be refunded to the family.

GENERAL FEES

- Fees are charged for each session for before and after school care and per day for Long daycare or vacation care programs.
- Child Care Subsidy is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).
- 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'.
- Fees are to be paid fortnightly through a Direct Debit system. Direct debit is to be set up through an approved Software system.
- We charge fees after care has been provided, so that Child Care Subsidy can be calculated correctly.
- If the Service is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will be charged.
- If a session of care falls on a public holiday, families are required to pay normal fees. Child Care Subsidy may be paid for sessions that fall on public holidays.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Families are requested to contact the Service if their child is unable to attend a particular session.
- Casual days may be offered to families if available within the Service's license and if places are available for the Session.
- 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 8 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 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](#)
 - [recognised participation](#)
 - [Aboriginal and Torres Strait Islander children](#)
 - [number of children in care](#)
- 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.
- A family needs to sign a Complying Written Arrangement (CWA) before their child starts child care, when transitioning to a new provider, or when permanent booking and fee details change. This agreement is mandatory to be eligible for the [Child Care Subsidy \(CCS\)](#).
- Child care [discounts for early childhood workforce](#) will only be offered as outlined in the CCS Handbook.



PAYMENT OF FEES

- Fees are set up using the Service's Direct Debit system. The family is required to provide banking details to facilitate set up of the Direct Debit account.
- Fees and charges associated with Direct Debit system are outlined upon enrolment.
- 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* (Account Invoice) on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- The *Statement of Entitlement* (Account Invoice) will include details of the sessions of care provided and the resulting fee reduction amounts.
- The *Statement of Entitlement* (Account Invoice) is generated using our CCS Software which meets all requirements as per Family Assistance Law Legislation, including prescribed and non-prescribed recording obligations (effective from July 2025).
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Manager/Coordinator

BOOKINGS

Permanent Bookings

Note: Permanent bookings are defined as any booking where children attend the program regularly (weekly) on the same days. These bookings are automatically carried over each week. Changes to these bookings must be made in writing, with a minimum of 2 weeks notice.

- Fees will be charged at the current permanent rate, for families who book a place for their children on a permanent basis.
- Permanent bookings secure a place for the child and must be paid for, even if the child is absent.

Casual Bookings

Note: Casual bookings are defined as any booking that is not a permanent placement for a child or any booking of an irregular nature. Casual bookings are to be made prior to 2:00pm on the day care is needed and are subject to approval of Service Coordinator to ensure appropriate ratios are maintained.

- Fees will be charged at the current casual rate.
- Casual fee will be charged if the child is absent on an expected casually booked day
- Casual bookings may be cancelled up to **48hrs in advance** of the booking, excluding Vacation Care bookings
- Vacation Care bookings are classed as "casual", they are subject to a **one-week** cancellation period
 - Cancellation periods will **not** apply to Incursions and Excursions, as these booked days require strict planning and pre-payment to providers. If you change your mind, you will still be subject to payment.

ABSENCES FROM THE SERVICE

- Families are required to contact the Service if their child is unable to attend prior to the commencement of the 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](#).
- If the Australian Government declares a period of emergency, such as bushfire or flood, extra Allowable Absences will automatically be applied in the CCS System.
- Should your child/ren not attend the last day of care, under Australian federal law, Services Australia will retrospectively cancel the CCS for that day and any consecutive absences leading up to it. If this occurs, Activity Centres will have no alternative than to charge you the **full, unsubsidised** fee for those days. Services Australia can take up to 13 weeks to process this cancellation of the CCS and your bond request will not be actioned until after this timeframe. Should your bond not cover the outstanding fees in this instance, we will issue you a final invoice for the remaining outstanding amount and pursue in accordance with the Service's debt recovery process.

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.

DEBT RECOVERY PROCEDURE



- If a family fails to pay the required fees on time, a reminder letter will be issued, and then again 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 outstanding fees. A written agreement will be provided for the family to sign outlining payment plan details. The payment plan will provide information as to the duration and amount of the payments as well as steps that will be taken if the payment plan is not adhered to.
- A child's position will be suspended or terminated if payments are not made, 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.

LATE FEES

- A late fee will apply where children are not picked up prior to closing time. Where situations arise that may be unavoidable, it is to the discretion of Management/Coordinator if a late fee is charged.
- The current late pick up fee will be available on the Activity Centre website
- 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 two weeks written notice is given to all families (Reg. 172 requires a minimum of 14 days' notice).
- 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/guardians 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 can lose their Child Care Subsidy, resulting in the payment of 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.

OTHER CHARGES

Current prices are located on the Activity Centres website

- **Non-notification fees**
 - Any family that fails to inform the Service of their child/ren's absence before School finishing time on the booked day for after school care, where Staff are required to search for your child, will incur a non-notification fee per day.
- **Late Fee (pick up after close)**
 - Currently, a fee of \$5 per minute or part thereof will be incurred by the family
- **Overdue account fee**
 - Overdue account fee will be applied to accounts that have rejected direct debit payments
- **Resource Fee**
 - This fee is charged per child per month to assist in the purchasing and upkeep of Service resources.
 - Resource fee will only be charged for children who are actively attending.
- **Vacation Care Booking Fee**
 - On enrolment of Vacation Care a booking fee per family is applied to accounts for that vacation care period.
- **Vacation Care extras**
 - Lunch – if your child does not have lunch and we need to supply it.
- **Debt collection recovery fee**
 - If your account is sent to debt collection, it will incur the \$250 debt collection fee

RESPONSIBILITY OF MANAGEMENT

The Approved Provider, Manager/Nominated Supervisor/Coordinator are responsible for:

Some tasks will be delegated to the ACI Bookkeeper under the advisement of Management

- 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
- setting fees for children to enrol at the Service
- 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 consider 'fit and proper' persons.
- Ensuring CWA's are kept up to date in-line with CCS requirements
- taking reasonable steps to ensure all Educators, Staff and volunteers follow the *Fees Policy* and procedures.
- ensuring all families are aware of our *Fees Policy* and it is easily accessible



- ensuring enrolments are submitted correctly with the appropriate enrolment information.
- providing families with regular statement of accounts.
- 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 with families if required.
- discussing financial hardship considerations and payment plans with families, when necessary
- providing at least 2 weeks written notice to families of any fee increases or changes to the way fees are collected.

[Please note: Reg. 172 states a minimum of at least 14 days' notice regarding changes to policies must be provided to families]

RESPONSIBILITY OF FAMILIES

- Provide the Service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Centrelink Reference Numbers (CRN) 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.
- Update the service in writing when you require a change of booking
- Sign a CWA when requested by the Service, as per CCS Law

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. (effective 7 July 2025)

Our Service will record all documentation regarding any third-party payments.



STAFF DISCOUNTS

Our Service offers Educators 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 Services as an educator 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/Coordinator in the first instance. The Nominated Supervisor/Coordinator 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 Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

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

[Managing third party discounts](#)

SOURCES

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](#)

[Children \(Education and Care Services\) National Law \(NSW\)](#) (NSW services only)

[Education and Care Services National Law Act 2010](#)

[Education and Care Services National Regulations 2011](#)

[Education and Care Services National Regulations \(NSW\) \(2025\)](#) (NSW services only)

REVIEW

POLICY REVIEWED BY	Jessie McCulloch	ROLE: Manager of ACI	DATE: 28/07/2025
ENDORSED BY 2 PARENT COMMITTEE MEMBERS (initial/date)	K.K & G.M (28/7/25)	UPDATES/MODIFICATIONS	-Update Direct Debit info -Refine wording -More info about CCS -Removal of Non Sign Out Fee
NEXT REVIEW DATE	JULY 2026		
POLICY REVIEWED BY	Jessie McCulloch & Rachael Bajo	ROLE: Head office	DATE: 4/08/2026
ENDORSED BY 2 PARENT COMMITTEE MEMBERS (initial/date)	K.K & A.S (6.8.26)	UPDATES/MODIFICATIONS	-Updating wording to flow better -Adjusted cancellation period for bookings -Added information about CWA's -Clarified Cessation of care requirements
NEXT REVIEW DATE	July 2027		