



Payment of Fees Policy

Birra-Li 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.

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

National Education and Care Regulations

168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

Purpose:

For parents to gain a clear understanding of the fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the fee payment process and the necessity of ensuring children's fees are paid on time and the consequences for failing to pay fees on time. Fee levels will be set by the approved provider each year on completion of the annual budget and according to the service's required income in order to provide a quality education and care service.

Implementation:

At Birra-Li we aim 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 meeting our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

The Fee Structure of the Service Includes:

Enrolment Fee & Bond Payment:

- An enrolment fee of \$300.00 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service. The fee will be credited into family's accounts. However, the fee is non-refundable if a family changes their mind and no longer wishes to take the position.

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 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 parents.
 - Type of early learning and childcare Service.
- Child Care Subsidy is paid directly to the Service and this is used to apply a fee reduction (visible on a family's statement).

- Families are required to pay the difference between the fee charged and the subsidy amount- “the gap” amount.
- 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.

Payment of Fees

- Fees are to be paid fortnightly via direct bank transfer ensuring your account is maintained two weeks in advance at all times.
- 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.
- The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes sick days, and family holidays but excludes periods when the Service is closed. The Service may be directed to close due to periods of local emergency such as a bushfire, flood or pandemic.
- If a session of care falls on a public holiday, families are required to pay normal fees.
- Fees are charged for full sessions only. (11.25 hours per day).
- Casual days may be offered to families if available.
- If a child is unable to attend the parents/guardian is required to advise the service, fees will still be charged.
- Statements displaying all necessary information, will be available to parents at any time.

Payment for Casual Days

- If children are absent from the centre families are able to take on casual days. Families will be charged on a Friday for any additional days for the following week. If the day is no longer needed, families will still need to pay for any additional days they have booked.

Absences from the Service:

- Families are requested to contact the Service if their child is unable to attend.
- Families must still pay fees to the Service if their child is unable to attend.
- Child Care Subsidy allows families 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, including public holidays and when children are sick.
- Records will be kept by the Service for each absence if necessary.
- Families can view their absence count through their Centrelink online account via [MyGov](#).
- In a period of local emergency, such as a bushfire or pandemic, and Birra-Li is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

Financial Difficulties:

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with the Nominated Supervisor.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.
- 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 grandparents 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.

Debt Recovery Procedure:

- A child's position will be terminated if payment has not been made after three weeks, 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:

- Our Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- 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 \$1.00 per minute will be incurred by the family.
- A review of the child's enrolment will occur where families are consistently late with fee payments.

Change of Fees:

- Fees are subject to change at any time provided a minimum of 4 weeks written notice is given to all families.
- 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 are to provide 4 weeks written notice of their intention to withdraw a child from the service or make changes to enrolled days.
- If termination from the Service is required without notification, families may lose their Child Care Subsidy, resulting in full fees being charged for the four weeks' notice period.
- 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 Nominated Supervisor is responsible for:

- Ensuring all families are aware of our *Payment of Fees Policy*.
- Ensuring enrolment information includes the parent/guardian's Customer Reference Number (CRN) and date of birth and the child's CRN and date of birth.
- Providing families with regular statement of fees payable.
- 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.
- Providing at least **4 weeks** written notice to families of any fee increases.

Responsibility of Families:

- Provide the Service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Customer 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.

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 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

Sources:

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment Child Care Provider Handbook.

<https://www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook>

Australian Children's Education & Care Quality Authority. (2021). Policy and procedure guidelines. *Payment of Service Fees and Provision of a Statement of Fees Charged by the Service.*

Australian Government Department of Education [Child care discount for early childhood workforce](#)

Australian Government Department of Education *Early Childhood and Care*

<https://www.education.gov.au/early-childhood>

Australian Government Department of Education, Skills and Employment *Information for child care providers when a period of local emergency occurs.*

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Guide to the National Quality Framework. (2017). (Amended 2020).

Kearns, K. (2017). *The Business of Childcare* (4th Ed.).

Revised National Quality Standard. (2018).

[Western Australian Education and Care Services National Regulations](#)

Review:

Policy Reviewed	Modifications	Next Review Date
June 2018	Combined with child care centre desktop policy. Added changes for the Child Care Subsidy and one month in advance payments if fees are not being maintained on a regular basis.	January 2020
June 2019	Payment for casual Days. Families will be charged on a Friday for any additional days for the following week. Enrollment deposit changed to \$230.00 to account for July fee increase.	January 2021
May 2020	Policy statement added. Implementation information added CCS section included. Absences section added. Termination or change of enrollment notice changed to four weeks.	November 2021
November 2021	Policy content and sources current. Resource- <i>Overdue Fees Procedure</i> information added.	May 2023

June 2023	Link to Western Australian Education and Care Services National Regulations added in 'Sources'.	December 2024
July 2024	Enrollment deposit changed to \$300. General fees section removed, points outlined in other sections. Restructure and formatting of policy.	January 2026
July 2025	Added changes to enrolled days.	July 2026