



Fee Policy

National Quality Area		
QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.

Aim

For parents to understand fee payment procedures and requirements. This fee policy also supports family understanding regarding Child Care Subsidy, absences, and booking notices.

Related Policies

Enrolment Policy

Orientation for Children Policy

Privacy and Confidentiality Policy

Implementation

Fees

Our childcare fees are outlined in our fee schedule which is available on display in the hall and displayed on our website. We will advise eligible families if we can access any Government funding which may reduce the fees they're required to pay.

Please note our fees may change from time to time. We will notify families in writing at least 14 days before we change our fees or the way in which we collect them.

Fees must be paid on time each fortnight. Fees are charged in arrears with statements sent out on a Tuesday and payment taken on a Thursday.

Fees may also be payable during any period when the service closes in response to a local emergency e.g. fire, flood. Potential emergencies which may affect our service are considered in our service risk assessment for potential emergencies and covered in our emergency response procedures (refer Emergency Management and Evacuation Policy.)

Statements of Entitlement

Fortnightly Statements of Entitlement will be issues to families and will include:

- Child/children's full name/s
- Dates of care
- Attendance and absences
- Hourly fee and total fees charged



- Details of any fee reductions
- Total out of pocket amount payable

Invoices

Invoices outlining the fees payable will be issued fortnightly. Any overpayments will be credited to the family's account and applied to future invoices.

Receipts

Families will be provided with receipts once invoices have been received.

Child Care Subsidy

Splash Centre is a Child Care Subsidy (CCS) approved service, and we support families to access CCS to reduce out of pocket childcare fees. CCS is administered by Services Australia (Centrelink) and is governed by Australian Government legislation, which may change from time to time.

Key Information for Families:

- CCS is paid directly to the service on behalf of families and is applied to reduce your fees. All CCS payments are made in arrears (after care has been provided). There may be situations where CCS may be paid directly to the parent instead.
- CCS eligibility, percentage, and entitlements (including activity test hours) are determined by Centrelink, not by the service.
- Families are responsible for:
 - Ensuring their CCS claim is approved and confirmed through their MyGov account.
 - Keeping all personal and financial details up to date with Centrelink.
 - Confirming enrolments and session reports promptly when requested.
- The service can not access or alter your CCS assessment and is not authorised to act on your behalf with Centrelink.

Absences and Enrolment End Dates:

- CCS is generally payable for a limited number of absences per financial year, for example due to illness, public holidays, local emergencies and parental leave. Evidence to support these absences is not required. Once absence limits are reached, full fees will apply.
- CCS may not be payable if a child does not attend their first or last booked session in a period of care, unless specific government conditions are met.
- Additional absence days may be available if they meet the situations outlined in the Family Assistance Law and there is evidence to support these.
- Families are responsible for understanding how absences and enrolment dates impact their CCS.

Important:



- As CCS rules and requirements are set by the Australian Government and may change, families should refer to Services Australia (Centrelink) for the most current and accurate information.
- Families may need to directly reach out to Centrelink in relation to any CCS related queries, disputes, or updates.

Absences

Fees are charged for all booked sessions, including sessions when a child is absent. CCS may reduce the cost of absences where eligible.

Other Fees

Late Collection Fees

Families who collect their child after the Service's closing time may be charged a late fee of **\$30 flat fee plus additional \$1 per minute past 6pm**. This fee contributes to staffing costs (a minimum of 2 staff are needing to be present) incurred outside operating hours and may be waived at the discretion of the Nominated Supervisor.

Search Fees

If a child is booked to attend but does not arrive, and the service has not been notified of their absence prior to the end of the school day, educators will initiate a search in line with the Delivery and Collection of Children Policy.

A **\$10 search fee** will apply where families have not notified the service of the child's absence.

Overdue Fees

A Friendly Fee Reminder will be issued when accounts become **one week overdue**.

Families experiencing financial difficulties are encouraged to speak confidentially with the Nominated Supervisor to arrange a payment plan.

Where fees remain unpaid and:

- The service is unable to contact the families, or
- Payment arrangements are not met

The service may:

- Apply any bond to the outstanding balance
- Suspend or terminate the child's enrolment
- Engage a third-party agency to recover the debt (with associated costs added to the balance).

Changes to Permanent Bookings

Permanent bookings are reserved for your child on an ongoing basis.

A minimum of 2 weeks' written notice is required to:

- Cancel a permanent booking



- Swap days
- Reduce or amend booked sessions

During the 2 weeks notice period:

- Sessions will be charged as booked
- If the child does not attend, the session will be recorded as an absence

After the notice period, the booking will be updated accordingly.

Termination of Care

The Nominated Supervisor may suspend or terminate enrolment with 2 weeks' notice, or immediately where there is an unacceptable risk to the safety and wellbeing of children or staff.

Important CCS Note:

For CCS to be paid for the final session of care, children must physically attend and be signed in and out on their last booked day. If this does not occur, full fees will apply.

Casual Bookings

Casual bookings **require a minimum of 24 hours' notice** for cancellation.

If sufficient notice is not provided, the **full session fee will be charged**.

The Nominated Supervisor may waive fees in exceptional circumstances (e.g. emergencies).

Sources

- Education and Care Services National Law and Regulations
- National Quality Standard
- Department of Health and Ageing: National Immunisation Program Schedule
NHMRC. Staying Healthy Preventing infectious diseases in early childhood education and care services 5th edition
- Medicare Australia
- Public Health Act 2010 (as amended by Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013)
- Public Health Regulation 2012
- Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Regulation 2013
- No Jab No Pay legislation Federal Government

Review & Approval

This policy will be reviewed annually, when regulations change, or after any incident that highlights a need for policy revision.



Approved

Next Review

Approved By

30/04/2026

30/04/2027

Splash Management