

<b>Title</b>	ELC and SAC Fees Policy and Procedure
<b>Description of policy</b>	Outlines the bases and processes for Early Learning Centre and School Aged Care fees charged and collected
<b>Required because</b>	The National Regulations require services to have policies and procedures regarding payments of fees and provision of a statement of fees charged by the service.
<b>Description of changes</b>	Adding in more detail about late pick up, payment plans, School Aged Care processes, debit success to collect fees
<b>Applies to</b>	<input type="checkbox"/> Organisation-wide <input checked="" type="checkbox"/> Specific ELCs <input checked="" type="checkbox"/> Staff only <input type="checkbox"/> Students only <input type="checkbox"/> Staff and students
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## 1. Summary

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- 1.1 This Policy sets out the bases and processes by which Early Learning Centre (ELC) and School Aged Care fees are charged and collected. It applies to all Catholic Archdiocese Canberra and Goulburn Education Limited (CACGEL) ELCs and SACS.
- 1.2 There is no more important investment decision than the education of children. CACGEL appreciates that ELC families and SACS are choosing to invest in their children's future, and CACGEL is privileged to work in partnership with them to achieve shared goals for children.
- 1.3 CACGEL has a commitment to provide high quality early childhood education, as well as to ensure the long-term financial viability of ELC's. Affordability and principles of access and equity provide the framework for this policy.
- 1.4 CACGEL is dedicated to providing high quality early childhood education, outstanding care for children, with high quality resources and equipment. Fees that are set annually will ensure the preschool remains financially viable at all times. As part of this responsibility and commitment we will ensure families are aware of all fees, fee subsidies and fee payment requirements.
- 1.5 School Aged Care Services, in consultation with the ELC team, set fees annually and will ensure that School Aged Care Services remain financially viable at all times. As part of this responsibility and commitment we will ensure families are aware of all fees, fee subsidies and fee payment requirements.
- 1.6 The processes for fee collection embodies respect for all those involved.

## 2. ELC Fees Policy

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- 2.1 ELC Fees include:
  - daily booked session
  - resource fee (paid per term)
  - late fee if a child is left at the ELC after their booked session.
  - Direct debit fees (set by Debit Success) which include:
    - One-off administration fee
    - Fortnightly processing fee
    - Direct Debit Dishonored Payment Fee (Default Fee)
  - Excursion fees
- 2.2 Fees other than the Direct Debit fees are set by the General Manager of ELC's in consultation with Directors of each of the ELC's and finance team.
- 2.3 Fees are charged daily and vary depending on the families Child Care Subsidy (CCS). Families are required to pay the difference between the fee charged and the CCS amount- this is called the 'gap' amount.
- 2.4 Fees are charged two (2) weeks in advance of a child's attendance.
- 2.5 Fees are to be paid fortnightly through the direct debit system only, Debit Success.
- 2.6 Fees are payable every day when a child is enrolled at the service. This includes public holidays, sick days and family holidays. (Please note fees are payable on public holidays to cover staff wages and other fixed costs.)
- 2.7 If a child fails to attend their first or last day without notice, cessation of care (full fees, no CCS) will be applied.

- 2.8 Parents/guardians must register with [Services Australia](https://www.servicesaustralia.gov.au/child-care-subsidy) to receive the Child Care Subsidy (CCS). Further information can be found at <https://www.servicesaustralia.gov.au/child-care-subsidy>.

### 3. School Aged Care Services policy

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#### 3.1 School Aged Care Services fees include:

- Daily booked session
- Late fee if a child is left at the SACS after their booked session.
- Direct debit fees (set by Debit Success) which include:
  - One-off administration fee
  - fortnightly processing fee
  - Direct Debit Dishonored Payment Fee (Default Fee)
- Excursion fees

3.2 Fees other than the Direct Debit fees are set by the Director of SACS in consultation with the primary school Principal and the General Manager of Early Learning.

3.3 Fees are charged daily and vary depending on the families Child Care Subsidy (CCS). Families are required to pay the difference between the fee charged and the CCS amount- this is called the 'gap' amount.

3.4 Fees are charged 1 week in advance of a child's attendance and includes 1 week in arrears.

3.5 Fees are to be paid fortnightly through the direct debit system only, Debit Success.

### 4. Changes to Enrolment

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4.1 Enrolments are managed in line with the [Enrolment and Orientation Policy](#).

4.2 Families are to provide two weeks (14 days) written notice of their intention to withdraw their child from the service. This includes School Aged Care services.

4.3 Requests to change booking patterns (for example, from full-time to part-time) must be made in writing, at least 14 days' prior notice. All efforts to accommodate requests will be made but changes to booking patterns depend on availability and cannot be guaranteed.

4.4 Families are to provide two weeks (14 days) written notice of their intention to change their booking session (preschool – preschool plus and vis versa). All efforts to accommodate the request will be made all depending on availability and staffing and cannot be guaranteed.

### 5. Payment of Fees

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5.1 Families will be issued a fee statement on a fortnightly basis in accordance with the fee payment and regulatory requirements.

5.2 Fees are paid through the service's direct debit system, Debit Success.

5.3 The Direct Debit provider will apply a dishonor fee if the direct debit transaction is unsuccessful.

### 6. Late pick up Fee

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6.1 If a child is enrolled in the ELC preschool program until 3:00pm and a parent is going to be late, they must contact the service to extend their child's time as a one-off booking. Failing to contact the service and the child has not been collected by 3:00pm, the service will:

- Attempt to contact the parent/guardian at the earliest convenient time.
  - Call the emergency contact if parent/guardian cannot be contacted
  - Inform the nominated supervisor so an appropriate late fee can be applied to the family account.
- 6.2 The above also applies to late pick up after the service has closed for the day.
- 6.3 A late fee of \$20 will be applied to a child's account for every 10 minutes a family is late picking up their child after their child's booked session.
- 6.4 If a late pickup occurs three times in a calendar year, the nominated supervisor will send a letter reminding the family of the policy.
- 6.5 If a fourth late pickup is recorded, the family will be asked to meet with the nominated supervisor and a possible reschedule of booking or a termination of their child's enrolment may occur.

## 7. Financial Difficulties

- 7.1 In cases of financial hardship, a suitable payment plan may be arranged with the Approved Provider or Nominated Supervisor at your service.
- 7.2 Alternatively, families can apply for Additional Child Care Subsidy (ACCS) through [Services Australia](#).
- 7.3 The Director, in consultation with the General Manager Early Learning, may reduce the child's booking sessions to assist with the payment of fees.

## 8. Failure to Pay

- 8.1 Fees for the ELCs must not be in arrears.
- 8.2 If a family fails to pay the required fees on time, a reminder will be issued the following week stating the account must be rectified within 7 days.
- 8.3 After 14 days of non-payment, the family will be contacted in writing. The Nominated Supervisor, with approval from the General Manager Early Learning, may accept a payment arrangement to have all fees paid by the end of the school term.
- 8.4 Failure of the family to meet the terms of any payment plan arrangement will result in a loss of placement for their child immediately.
- 8.5 All services require fees to be up to date before each of the school holiday blocks, any unpaid or missed payments will result in your child's enrolment to be placed on pause until the account is up to date. Failure to make the payments will result in loss of place for your child/ren.
- 8.6 After 60 days, any outstanding payments will be sent to a debt collection agency. The family will be charged for any debt collection charges or legal fees incurred.

## 9. Roles and Responsibilities

Roles	Responsibilities
Approved provider	<ul style="list-style-type: none"> <li>• ensure that obligations under the Education and Care Services National Law and National Regulations are met</li> <li>• set fees for children who enrol at the service and ensure policies and procedures are in place relating to the fee schedule and payment options</li> </ul>

	<ul style="list-style-type: none"> <li>• take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the ELC/SAC Fees Policy and Procedure and provide a statement of fees as per the policy</li> <li>• ensure that copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff, volunteers and families</li> <li>• notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> <li>○ affect the fees charged or the way they are collected or</li> <li>○ significantly impact the service’s education and care of children or</li> <li>○ significantly impact the family’s ability to utilise the service.</li> </ul> </li> </ul>
Nominated supervisor	<ul style="list-style-type: none"> <li>• ensure that regulatory obligations are met in relation to payment of fees</li> <li>• implement procedures for the payment of service fees</li> <li>• communicate with families at enrolment about fees, including: <ul style="list-style-type: none"> <li>○ the amounts charged</li> <li>○ payment periods and methods</li> <li>○ how the Child Care Subsidy or other government subsidies (e.g. from your jurisdiction) will be applied</li> <li>○ notice periods</li> <li>○ how they can access copies of statements/receipts</li> <li>○ financial hardship considerations and payment plans</li> </ul> </li> <li>• ensure families receive receipts for fees paid when requested</li> <li>• ongoing communication with families about their account</li> <li>• monitor the application of the Child Care Subsidy or other government subsidy.</li> </ul>
Centre-based educators	<ul style="list-style-type: none"> <li>• be familiar with the ELC Fees Policy and Procedure including the statements issued to families and the fees charged by the centre.</li> <li>• support families to approach the person whose role it is to collect fees with any fee-related questions.</li> </ul>
Families	<ul style="list-style-type: none"> <li>• ensure they understand the service’s fee requirements and expectations at enrolment and any ongoing changes</li> <li>• meet the fee requirements</li> <li>• raise any fee-related questions with the person responsible for fee collection at the service.</li> </ul>

## 10. Definitions

10.1 **Regulation (r):** Education and Care Services National Regulations

10.2 **National Law (s):** Education and Care Services National Law Act

10.3 **ACECQA:** Australian Children’s Education and Care Quality Authority – The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.

10.4 **CCS:** Child Care Subsidy – The main Australian government payment to assist families with the costs of education and care for their children. It is, with some exceptions, paid directly to providers to be passed on to families as a fee reduction.

Families make a co-contribution to their fees and pay the provider the difference between the fee charged and the subsidy amount.

10.5 **SACS** – School Aged Care Services, whereby children in the primary school attend either side of the normal school day.

## 11. Related Documents and Legislation

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11.1 Related CECG Documents:

- [ELC and SAC Enrolment and Orientation Policy](#)
- [CECG Enrolment Pack and Parent Commitment Agreement](#)

11.2 Related Legislation:

- [Education and Care Services National Regulations](#)
- [Education and Care Services National Law](#)

11.3 Other resources:

- [Australian Children’s Education and Care Quality Authority \(ACECQA\)](#)
- [Guide to the National Law and National Regulations](#)
- [ACECQA Quality Area 7: Governance and Leadership](#)

## 12. Contact

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12.1 For support or further questions relating to this policy, contact the CECG General Manager, Early Learning Centres.