

Title	ELC Fees Policy and Procedure
Description of policy	Outlines the bases and processes for Early Learning Centre fees charged and collected
Required because	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.
Description of changes	Minor format and editorial changes.
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Responsible officer	Preschool and School Age Care Officer

1. Summary	3
2. ELC Fees Policy	3
3. Changes to enrolment.....	4
4. Child Care Subsidy (CCS)	4
5. Payment of fees	4
6. Financial Difficulties	4
7. Failure to Pay	4
8. Rolls and Responsibilities.....	4
9. Definitions.....	5
10. Related Documents and Legislation.....	6
11. Contact.....	6

1. Summary

- 1.1 This Policy sets out the bases and processes by which Early Learning Centre (ELC) fees are charged and collected. It applies to all Catholic Education Archdiocese of Canberra and Goulburn (CECG) ELCs.
- 1.2 There is no more important investment decision than the education of children. CECG appreciates that ELC families are choosing to invest in their children's future, and CECG is privileged to work in partnership with them to achieve shared goals for children.
- 1.3 CECG 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 CECG 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 upon enrolment.
- 1.5 The processes for fee collection embodies respect to all those involved.

2. ELC Fees Policy

- 2.1 ELC Fees include:
 - Enrolment fee
 - Daily service fee
 - 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)
- 2.2 Fees other than the Direct Debit fees are set by the Catholic Education Commission Archdiocese of Canberra and Goulburn and are reviewed annually.
- 2.3 Child Care Subsidy (CCS) is paid directly to the Service and reduces the fee payable directly by families. Families are required to pay the difference between the fee charged and the CCS amount- the 'gap' amount.
- 2.4 Fees are charged 2 weeks in advance of a child's attendance.
- 2.5 Fees are to be paid fortnightly through the direct debit system, Debit Success.
- 2.6 Fees are payable for every day that a child is enrolled at the ELC, regardless of the actual attendance hours on any day. This includes sick days, family holidays, and public holidays.
- 2.7 If a booked day falls on a public holiday, families are required to pay normal fees. CCS will be paid for sessions that fall on public holidays.

3. Changes to enrolment

- 3.1 Enrolments are managed in line with the [Enrolment and Orientation Policy](#).
- 3.2 Parents are to provide two weeks (14 days) written notice of their intention to withdraw a child from the ELC.
- 3.3 If withdrawal from the ELC is required without notification, families may lose their Child Care Subsidy (CCS), resulting in the payment of the requirement for full fees to be charged.
- 3.4 Requests to change booking patterns (for example, from full-time to part-time) must be made in writing with at least 28 day's notice. All efforts to accommodate requests will be made but changes to booking patterns depend on availability and cannot be guaranteed.

4. Child Care Subsidy (CCS)

- 4.1 ELC fees attract CCS as determined by the Australian Government.
- 4.2 Parents/guardians must register with [Services Australia](#) to receive the Child Care Subsidy (CCS). Further information can be found at <https://www.servicesaustralia.gov.au/child-care-subsidy>.

5. Payment of fees

- 5.1 Families will be issued with 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 through QikKids.
- 5.3 The Direct Debit provider will apply a dishonor fee if the direct debit transaction is unsuccessful.

6. Financial Difficulties

- 6.1 If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Approved Provider or Nominated Supervisor at your ELC. Alternatively, families can apply for Additional Child Care Subsidy (ACCS) through [Services Australia](#).

7. Failure to Pay

- 7.1 If a family fails to pay the required fees on time, a reminder will be issued after one week.
- 7.2 After 14 days of non-payment, the family will be contacted in writing. The ELC Director with approval by the General Manager of ELC may accept a payment arrangement to have all fees paid by the end of the year. Failure of the family to meet the terms of any payment arrangement will result in a loss of place for their child.
- 7.3 After 28 days, if full payment has not been made and no payment plan has been agreed to, the child's enrolment will be terminated.
- 7.4 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.

8. Rolls and Responsibilities

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

9. Definitions

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

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

9.3 **ACECQA:** Australian Children’s Education and Care Quality Authority.

9.4 **CCS:** Child Care Subsidy

10. Related Documents and Legislation

10.1 Related CECG Documents:

- [ELC and SAC Enrolment and Orientation Policy](#)
- [ELC Enrolment Form & Parent Commitment Agreement \(ELCs\)](#)

10.2 Related Legislation:

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

10.3 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](#)

11. Contact

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