



FEES – LONG DAY CARE QUALITY AREA 7

PURPOSE

This policy provides a clear set of guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Northern Schools Early Years Cluster, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Northern Schools Early Years Cluster.



POLICY STATEMENT

OUR PURPOSE

TO LOVE A LIFE OF LEARNING AND LIVING

OUR VALUES

- **Trust** – We demonstrate honesty, integrity, reliability, social justice in our programs and practice.
- **Relationships** – We acknowledge each person’s intrinsic value, being considerate, authentic and courteous.
- **Respect** – We are welcoming, connected, and inclusive of our communities.
- **Curiosity** – We are curious to explore opportunities and initiatives for collaboration, growth and learning.

Northern Schools Early Years Cluster is committed to:

- Providing opportunities through the educational program for children to explore and experience the wider environment and broader community.
- Ensuring that all excursions, regular outings and service events are accessible, affordable and contribute to children’s learning and development.
- Ensuring the health, safety and wellbeing of children at all times, conducting risk assessments and ensuring authorisations are obtained from parents/guardians.
- Providing adequate supervision of all children during excursions, regular outings, and service events
- Promoting road safety education and safe active travel for children.
- Implementing the Child Safe Standards

SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge and, parents/guardians attending Northern Schools Early Years Cluster.

RESPONSIBILITIES	Approved provider and persons with management or	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Reviewing the current budget to determine fee income requirements	R	✓			
Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability	R	✓			
Implementing and reviewing this policy in consultation with parents/guardians, the nominated supervisor and staff, and in line with the requirements of the Commonwealth Governments Child Care Package (<i>refer to Sources</i>)	R	✓			
Reviewing the effectiveness of the procedures for late payment and support offered	R	✓			
Considering options for payment when affordability is an issue for families	R	✓			
Clearly communicating this policy and payment options to families in a culturally-sensitive way, and where possible in the family's first language	R	✓			
Ensuring that the <i>Fees Policy</i> is readily accessible at the service (<i>Regulation 171</i>)	R	✓			
Providing all parents/guardians with fee information (<i>refer to Attachment 1</i>)	R	✓			
Providing all parents/guardians with a statement of fees and charges upon enrolment of their child/ren	R	✓			
Providing all parents/guardians with a fee payment agreement (<i>refer to samples in Attachment 2</i>)	R	✓			

Ensuring fees are collected and receipted	R	✓			
Collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable	R	✓		✓	
Complying with the service's <i>Privacy and Confidentiality Policy</i> regarding financial and other information received, including in relation to the payment/non-payment of fees	R	✓			
Notifying parents/guardians a minimum of 14 days before any proposed changes that will affect the fees charged or the way in which fees are collected. (<i>Regulation 172(2)</i>)	R	✓			
Addressing any complaints or concerns that have been raised regarding fees at the service in a timely manner	R	✓			
Reading the Northern Schools Early Years Cluster Fee information for families (<i>refer to Attachment 1</i>), and complying with the Fee Payment Agreement (<i>refer to Attachments 2</i>)				✓	
Notifying the approved provider if they are experiencing difficulties with the payment of fees				✓	



BACKGROUND AND LEGISLATION

BACKGROUND

Regulation 168(2) (n) of Education and Care Services National Regulations 2011 requires that Early Childhood Education and Care services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable fees at the time of enrolment.

Childcare services providing approved child care (*refer to Definitions*) must abide by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017* (*refer to Legislation and standards*). The Commonwealth Government supports working parents/guardians in making early childhood education and care more affordable and accessible through the Child Care Package (The Package). The Package includes the Child Care Subsidy (*refer to Definitions*) and Child Care Safety Net (*refer to Definitions*). Together, they enable parents/guardians to participate in the workforce by making early childhood education and care affordable and accessible.

The Child Care Subsidy helps by assisting families with their child care fees and provides greater assistance to low and middle-income families

The Child Care Safety Net provides families and services extra support if they are vulnerable and disadvantaged, or located in a regional or remote community. The Child Care Safety Net includes:

- **The Additional Child Care Subsidy:** which provides extra payment on top of the Child Care Subsidy for families who need more help. There are four different payments:

- For families who need help to support their children's safety and wellbeing
- For grandparents who care for their grandchildren
- For families experiencing significant financial stress
- For parents transitioning from welfare to work
- **The Community Child Care Fund:** which helps services stay open and available to children in disadvantaged, regional and remote communities.
- **The Inclusion Support Program:** which provides support to Early Childhood Education and Care services to build their capacity and capability to include children with additional needs in mainstream services
- **Subsidised Care for Low Income Families:** who earn \$69,390 or less a year can access 24 hours of subsidised care per child per fortnight without having to meet the activity test.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Care Subsidy Minister's Rules 2017
- Child Care Subsidy Secretary's Rules 2017
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017
- National Quality Standard, including Quality Area 7: Governance and Leadership

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au

DEFINITIONS

The terms defined in this section relate specifically to this policy.

Centrelink: The agency that delivers payments and services to parents/guardians on behalf of the Australian Government

Child Care Safety Net: Child Care Safety Net provides families and services extra support if they are vulnerable and disadvantaged, or located in a regional or remote community. Supporting children to access quality early childhood education and care services

Child Care Subsidy (CCS): A Commonwealth Government means tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are paid directly to approved

child care providers. Further information can be found at: www.dese.gov.au/child-care-subsidy

Excursion/service event charge: An additional charge required to meet the cost of special events or excursions that occur in response to emerging children’s program needs. Events that are planned ahead and are included as an expenditure item in the service’s budget do not incur this additional charge (*refer to Excursions and Service Events Policy*).

Fees: A charge for a place within a program at the service.

Enrolment fee deposit: A charge to secure a place that has been offered in a program at the Northern Schools Early Years Cluster

Late collection fee: A charge that may be imposed by the Northern Schools Early Years Cluster when parents/guardians are late to collect their child/children from the program (*refer to Attachment 1*)



SOURCES AND RELATED POLICIES

SOURCES

- Child Care Package: Commonwealth child care fee assistance including the Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS): www.dese.gov.au

RELATED POLICIES

- Compliments and Complaints
- Delivery and Collection of Children
- Enrolment and Orientation
- Excursions and Service Events
- Inclusion and Equity
- Privacy and Confidentiality

EVALUATION



In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service’s policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*)



ATTACHMENTS

- Attachment 1: Fee information for families
- Attachment 2: Fee Agreement



AUTHORISATION

This policy was adopted by the approved provider of Northern Schools Early Years Cluster on 9.12.2024

Sigrid Hyett

DOCUMENT CONTROL TABLE	
ACTION	DATE
Adopted	1 August 2013
Reviewed	13 August 2019
Reviewed	06 October 2021
Reviewed	23 October 2022
Reviewed	17 October 2023
Reviewed	06 December 2024
Next Review Date	November 2025

Name: Sigrid Hyett, CEO, Northern Schools Early Years Cluster Inc.

DET Approved Provider appointed person with management and control NSEYC Inc.

NEXT REVIEW DATE: November 2025

ATTACHMENT 1. FEE INFORMATION FOR FAMILIES 2024

Northern Schools Early Years Cluster 2025

1. *General information*

Northern Schools Early Years Cluster abides by the [Family Assistance Legislation Amendment \(Jobs for Families Child Care Package\) Act 2017](#) (refer to [Legislation and standards](#)). The Child Care Subsidy helps by assisting families with their child care fees and provides greater assistance to low and middle-income families. The Child Care Safety Net provides families and services extra support if they are vulnerable and disadvantaged or located in a regional or remote community.

Please note that Families can get Child Care Subsidy (CCS) when their child is unable to attend child care up to **42 days a year**. Families may be able to get additional absence days in certain circumstances. Please contact Centrelink for any query related to Child Care Subsidy (CCS).

NSEYC Commitment to Families and Child Care Workers

At NSEYC, we remain dedicated to the well-being of both families and educators. In our ongoing efforts to support the childcare community, we have kept our fees to a minimum. As part of the worker retention payment plan, we are implementing a 4.4% fee increase, which will help facilitate a 15% salary increase for our childcare workers over the next two years. This initiative is designed to ensure better support for our dedicated staff while maintaining affordable education and care for families.

Hours of operation	Monday to Friday 7am to 6pm
Daily Fee	\$143.55 *CCS applies to eligible families
Weekly Fee	\$646.00 (Monday to Friday inclusive) 10% discount
Victorian Government Fee Kindergarten offset (3 and 4 year old children enrolled in the funded kindergarten program)	A maximum of \$2,101.00 annual fee offset is available for children attending the funded 3 and 4 year old kindergarten program providing they are enrolled in the 15 hour program.
Planned Closures	28.01.2025 Staff Professional Development Day 29.12.2025-31.12.2025 and 2.1.2026 08.09.2025 Staff Professional Development Day

2. *How fees are set*

As part of the budget development process, Northern Schools Early Years Cluster sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided
- the availability of other income sources, such as grants
- the fees charged by similar services in the area

- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of Child Care Package: www.dese.gov.au/child-care-package

Once fees are set for the year, they will only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses.

3. *Other charges*

Other charges levied by Northern Schools Early Years Cluster include:

- **Excursion/service event charge:** At times throughout the year an additional excursion(s) or event(s) may be arranged where it is considered relevant to the service's program and the children's interests. At this time any additional costs to families are taken into consideration before a decision is made (*refer to Excursions and Service Events Policy*).
- **Late collection fee:** Northern Schools Early Years Cluster has implemented a late collection charge of \$1.00 per minute when parents/guardians are late in collecting a child from the service.

4. *Statement of fees and charges*

A statement of fees and charges will be provided to families on enrolment.

5. *Payment of fees*

Northern Schools Early Years Cluster will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Fees will be invoiced two (2) weeks in advance on a Fortnightly basis. Invoices will show any childcare subsidy payments made by the Commonwealth Government and the remaining gap fee is to be paid by parents/carers via Direct Debit at the date of the invoice. Families are expected to pay the gap fee shown on the invoice each immediately and not allow fees to fall more than 2 days into arrears.

Fees will be invoiced to parents/guardians directly and must be paid by the date indicated on the invoice. Each invoice will be accompanied by payment instructions. Receipts will be provided for all fee payments.

Parents/guardians experiencing difficulty in paying fees are requested to contact the Finance Manager at NSEYC, lvette.Castillo@nseyc.org.au to arrange a suitable alternative payment plan. The *Privacy and Confidentiality Policy* of the service will be complied with at all times in relation to a family's financial/personal circumstances.

6. *Cancellation of booking (including reduction of booked days)*

Families are asked to provide four (4) weeks' notice of the cancellation or reduction of a booking. Fees will continue to apply for the next four (4) weeks' notice period unless cancellation of booking is due to an illness and a medical certificate is provided.

7. *Unpaid fees*

If fees are not paid by the due date, the following steps will be taken:

- An initial reminder letter will be sent to parents/guardians with a specified payment date and will include information on a range of support options available for the family.
- Where payment is still not received within one week, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.
- Failure to attend the meeting and continued non-payment may result in a second and final letter notifying parents/guardians that the child's place at the service may be withdrawn unless payment is made or a payment plan is entered into within a specified period of time. This letter will also include information on a range of support options available for the family.

- Northern Schools Early Years Cluster will continue to offer support and will reserve the right to employ the services of a debt collector.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.
- No further enrolments of children from the parents/guardians will be accepted until all outstanding fees have been paid.

7. *Refund of fees*

Fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the approved provider). There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays (i.e. Good Friday, Christmas Day, Boxing Day, etc)
- family holiday during operational times
- closure of the service for staff professional development/training days
- closure of the service due to extreme and unavoidable circumstances.

In addition, there will be no refund where a family chooses not to send their child to the program for the maximum number of hours/days for which they are enrolled.

8. *Support services*

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the Centre Manager via email GHCCOffice@nseyc.org.au or alternatively families may contact the local council.

9. *Notification of fee changes during the year*

Fees set for the year would only be reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point. Parents/guardians will be notified two weeks in advance of any required fee increase and will be offered the option to request a payment plan.

ATTACHMENT 2. FEE PAYMENT AGREEMENT

Please complete this form and return to Northern Schools Early Years Cluster by 2025

Fee payment contract

Child/ren full name: _____

Parent's/guardian's full name: _____

- I/we acknowledge that the childcare service is funded by fees paid by parents/guardians. The service cannot operate without the fees paid by parents/guardians.
- I/we agree to pay one (1) week of booking fees in full in advance prior to commencing at Northern Schools Early Years Cluster This amount will be applied to your account on the last invoice.
- I/we acknowledge having received and read the attached summary of Northern Schools Early Years Cluster fees policy, which sets out the procedure for fee payment
- I/we understand that fees are non-refundable.
- I/we agree that if our activity and financial circumstances change, we will immediately notify Centrelink to ensure our Child Care Subsidy entitlements are up to date
- I/we acknowledge that if fees are not paid by the due date, Northern Schools Early Years Cluster will implement the late payment of fees procedures, as outlined in the Fee Information for Families, which could result in the withdrawal of my/our child's place at the service and no further enrolments until the outstanding fees are paid.
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Finance Manager at NSEYC, Ivette.Castillo@nseyc.org.au to discuss alternative payment options.
- I/we acknowledge that I/we have received and read the service's Fee information for families, which outlines the procedure for payment of fees.
- I/we Agree to pay fees while the child is absent. Examples include annual leave, public holidays, illness, closure due to unforeseen circumstances etc.
- I/we acknowledge a late fee of \$1.00 per minute will be charged to families for late pickup.
- I/we agree to collect my child/ren from Northern Schools Early Years Cluster prior to closing time.
- I/we agree to give four (4) weeks written notice of when my child/children will be leaving Northern Schools Early Years Cluster or there is a reduction in booked days.

Signature (parent/guardian): _____ Date: _____

Note: invoices, receipts and collection of fees will be in accordance with the Northern Schools Early Years Cluster *Fees Policy*