



# FEES POLICY 2026 – LONG DAY CARE

## 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.

Australian families receive help with the cost of child care through the Child Care Subsidy (CCS). The Victorian Government Department of Education (DE) and Services Australia administers the CCS. Providers must be approved by the department to receive CCS.

The Australian Department of Education (DE) is responsible for the legislation that underpins CCS. This legislation is called Family Assistance Law (FAL). All providers that receive CCS must follow the rules under FAL. DE monitors providers' compliance with FAL.

The Australian Government subsidises the cost of child care. State and territory governments are responsible for the health, safety, wellbeing and educational outcomes of children.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised.

CCS is paid directly to approved providers and passed on to families as a fee reduction.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development; and the importance of continuity of care.

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.
- Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work.

The Inclusion Support Program is designed to assist early childhood education and care services to include children with additional needs by providing support, in the form of practical and tailored advice and strategies on effective inclusive practice, from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

The Community Child Care Fund is designed to help eligible child care providers address barriers to child care participation, particularly in disadvantaged communities, including Indigenous communities.

## 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

#### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

168	Education and care services must have policies and procedures
168(2)(n)	Policies and procedures are required in relation to – payment of fees and provision of a statement of fees charged by the education and care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

#### RELATED LEGISLATION

A New Tax System (Family Assistance) Act 1999
A New Tax System (Family Assistance) (Administration) Act 1999
A New Tax System (Family Assistance and Related Measures) Act 2000
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)
National Quality Standards

#### RELATED POLICIES

Compliments and Complaints Policy Delivery of children to, and Collection from Education and Care Service Premises Enrolment and Orientation Policy Excursions, Incursions and Special Events Policy	Governance and Management of the Service Policy Inclusion and Equity Policy Privacy and Confidentiality Policy
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#### PURPOSE



This policy provides guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Kensington Community Children's Cooperative (KCCC), by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by KCCC

## SCOPE

This policy applies to Kensington Community Children's Cooperative Limited as the Approved Provider, persons with management or control of a service (PMCs) including the Board of Directors, nominated supervisors, management, educators, families, and children of KCCC.

## IMPLEMENTATION

### THE APPROVED PROVIDER/ PERSONS WITH MANAGEMENT OR CONTROL/NOMINATED SUPERVISORS/MANAGEMENT WILL:

- Ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service, and take reasonable steps to ensure those policies and procedures are followed
- Review the current budget to determine fee income requirements
- Develop a fee setting that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- Communicate with families at enrolment about fees, including:
  - The amounts charged
  - Payment periods and methods
  - How the Child Care Subsidy or other government subsidy will be applied
  - Notice periods
  - How they can access copies of statements/receipts
  - Financial hardship considerations and payment plans
- Implement and review this policy in consultation with parents/guardians, the nominated supervisor and staff, in line with the requirements of the Commonwealth Government's Child Care Subsidy and Additional Child Care Subsidy
- Review the effectiveness of the procedures for late payment and support offered
- Consider options for payment when affordability is an issue for families
- Clearly communicate this policy and payment options to families in a culturally sensitive way, and where possible in the family's first language
- Ensure that the *Fees Policy* is readily accessible at the service
- Take reasonable steps to ensure that nominated supervisors, ECT/educators, staff and volunteers follow this policy and procedure
- Provide all parents/guardians with fee information (refer to Attachment 1)
- Provide all parents/guardians with a statement of fees and charges upon enrolment of their child/ren
- Provide all parents/guardians with a Complying Written Arrangement. All arrangements must be recorded, either on paper or electronically, and must be kept by the provider
- Ensure that once the approved provider enters into a Complying Written Arrangement with a family, they must submit an enrolment notice within 7 days of the end of the week in which the arrangement started
- Inform families that children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy
- Inform families if they are receiving Child Care Subsidy, they must update Centrelink on any changes to their income, activity and other circumstances via their Centrelink online account



- Ensure fees are collected and receipted
- Collect all relevant information and maintain relevant documentation regarding those with entitlement to concessions, where applicable
- Comply with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- Notify 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
- Address any complaints or concerns that have been raised regarding fees at the service in a timely manner

#### EARLY CHILDHOOD TEACHERS/EDUCATORS AND OTHER STAFF WILL:

- Take reasonable steps to ensure that nominated supervisors, ECT/educators, staff and volunteers follow this policy and procedure

#### FAMILIES WILL:

- Provide all relevant information and maintain relevant documentation regarding those with entitlement to concessions, where applicable
- Read KCCC's Fee Information for Families (refer to Attachment 1), and comply with the Complying Written Arrangement
- Notify the approved provider/management if experiencing difficulties with the payment of fees

#### DEFINITIONS

Centrelink	The agency that delivers payments and services to individual and families on behalf of the Australian Government.
Child Care Safety Net	Targeted assistance to vulnerable and at-risk children and their families, as well as supporting child care services in disadvantaged communities to address barriers in accessing child care.  The Child Care Safety Net has three components: <ul style="list-style-type: none"> <li>• Additional Child Care Subsidy</li> <li>• Community Child Care Fund</li> <li>• Inclusion Support Program</li> </ul>
Child Care Subsidy (CCS)	A Commonwealth Government means tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are made directly to approved childcare providers. [ <a href="#">Child Care Subsidy</a> ]
Complying Written Arrangement	A written arrangement between a child care provider and an individual to provide child care in return for fees. The arrangement includes certain required information: <ul style="list-style-type: none"> <li>• The names and contact details of the provider and the individuals</li> <li>• The date the arrangement starts</li> <li>• The name and date of birth of the child (or children)</li> <li>• If care will be provided on a routine basis and if so <ul style="list-style-type: none"> <li>- Details about the days on which sessions of care will usually occur</li> <li>- The usual start and end times for these sessions of care</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>- Whether the are will be on a casual or flexible basis (in addition to, or instead of, a routine basis)</li> <li>• Details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time</li> </ul> <p>Additional information can be included to support the individual's understanding of their payment obligations</p>
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
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 KCCC
Late Collection Fee	A charge that may be imposed by the approved provider when parents/guardians are late to collect their child/ren from the program (refer to Attachment 1)

## CONTINUOUS IMPROVEMENT/REFLECTION

The Fees Policy – Long Day Care will be reviewed annually, or earlier if required, in consultation with families, staff, educators and management.

## ATTACHMENTS

- Attachment 1: Fee Information for Families

## SOURCES

- Department of Education: Child Care Subsidy (CCS): <https://www.education.gov.au/early-childhood/providers/child-care-subsidy>
- The Child Care Provider Handbook: <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

## REVIEW

POLICY REVIEWED	NOVEMBER 2025	NEXT REVIEW DATE	NOVEMBER 2026
ENDORSED BY	KCCC Board	ENDORSEMENT DATE	01/12/2025
VERSION	V6.11.25		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• sources checked and updated as required</li> </ul>		



## ATTACHMENT 1:

## FEE INFORMATION FOR FAMILIES – LONG DAY CARE 2026

## 1. General information

Kensington Community Children's Co-operative abides by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017*. 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.

Hours of Operation	Monday - Friday 7:30am - 6pm
Planned Closures	24 December 2025 – 7 January 2026 Tuesday 10 March 2026 Friday 30 October 2026 23 December 2026 – 6 January 2027

## 2. How fees are set

As part of the budget development process, Kensington Community Children's Cooperative 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 Subsidy: [www.education.gov.au](http://www.education.gov.au)

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 Kensington Community Children's Cooperative may 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. Note - Families are able to opt out of any excursion.
- **Late collection fee:** Kensington Community Children's Cooperative reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will be set at a level determined by Kensington Community Children's Cooperative.

## 4. Statement of fees and charges

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

## 5. Payment of fees

Kensington Community Children's Cooperative 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 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 within 14



days of the date of the invoice. Families are expected to pay the gap fee shown on the invoice each fortnight and not allow fees to fall more than 4 weeks 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 Business Support Manager or Finance Manager 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

Families are asked to provide 4 weeks' notice of the cancellation of a booking.

## 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, 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.
- Kensington Community Children's Cooperative 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.

## 8. Refund of fees

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

- a child's short-term illness
- public holidays
- family holiday during operational times
- closure of the service for staff 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 for which they are enrolled.

## 9. Fundraising

Fundraising is undertaken to meet the balance and/or pay for additional items for the service. While participation in fundraising is voluntary, the support of every family is encouraged. Fundraising activities are also an opportunity for families and communities to come together.

## 10. Support services



Families experiencing financial hardship often require access to family support services. Information on these services may be available from Centrelink or alternatively families may contact the local council.

#### **11. 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 4 weeks in advance of any required fee increase and will be offered the option to request a payment plan.