

ECEC Policy 26

Fees

Controlled Document

Approval
rating
4

Version:	2.0	Date of approval:	March 2026	Date of next review:	March 2028
Document Owner:	Manager – Early Childhood Education & Care		Approved by:	Executive Manager – Children & Youth Services	
Reviewed by:	Project Officer – Early Childhood Education & Care			ECEC Fees Coordinator Quality & Risk	

Purpose

This policy outlines the principles for fee setting, bookings, and payments across Early Childhood and School-Aged Education and Care services. Detailed operational processes are provided in the *Fees, Bookings and Payments Procedure* and the *Absences, Changes, and Cancellations Procedure*.

Statement

CatholicCare's Early Childhood, School Aged Education and Care Services are not for profit services. Our services have a commitment to ensuring our fees are affordable and that all families have access to any subsidies that are available to reduce these fees. The setting and payment of fees takes into account all requirements of the Education and Care Services National Regulations, Australian Tax Office, Privacy Act and the guidelines contained within the Child Care Provider Handbook.

All records held at the service will be maintained in accordance with CatholicCare's Privacy Policy. Families will be provided with accurate fees statements and clear information regarding fee payment processes. It is important that services operate accountably which is transparent to all stakeholders.

Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for the payment of fees and the provision of a statement of fees charged by the service.

Principles

- We are committed to providing all families the opportunity to enrol their children.

- We value our families and ensure there is always two-way communication with them. Families are made aware of fees at enrolment, and we provide at least two weeks' notice of any changes to the fee structure.
- We prioritise good governance and quality management. Our fee structure is clear and transparent, and our systems and practices ensure that payments are processed correctly, with receipts and statements provided to families.

Responsibility of Management

The approved provider and nominated supervisor are responsible for

- ensuring that obligations under the *Education and Care Services National Regulations* are met
- ensuring the service and all persons with management and control (PMC) comply with the rules under Family Assistance Law (FAL)
- ensuring persons with management and control (PMC) are considered 'fit and proper' persons
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Fees Policy* and associated procedures
- ensuring all families are aware of our *Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- discussing fee payment with families if required
- providing at least 14 days written notice to families of any fee increases or changes to the way fees are collected

Considerations for payment of fees

- The Approved Provider will determine the required fee level to meet budget prediction for the year.
- The fee schedule and fees payment policy will be explained to families during the enrolment process.
- Fees are payable in accordance with the *Fees, Bookings and Payments Procedure*, which outlines payment schedules, holidays, absences, and applicable fee adjustments.
- Fee payment will be recorded according to Australian Government guidelines.
- Fees are payable from the agreed commencement date and must be paid two weeks in advance for our Early Learning Centre and one week in arrears for Outside of School Hours Care (OSHC).
- Families may be subject to additional charges for late collection, as outlined in the *Fees, Bookings and Payments Procedure*.

- Fees remain payable as outlined in the *Fees, Bookings and Payments Procedure*, except where absences, changes, or cancellations occur in accordance with the *Absences, Changes, and Cancellations Procedure*.
- The ECEC Fees Accounts team will ensure that gap fees are collected on a weekly basis. An aged debtors report is generated from our third-party software; if gap fees are not collected, a record is maintained in the secure online file system and promptly followed up.

Responsibility Of Families

- Families are responsible for providing accurate enrolment and subsidy information, in accordance with the *Fees, Bookings and Payments Procedure*.
- Ensure payment of fees as per policy
- Notify Centrelink of any changes that may affect their CCS entitlement
- Confirm their child's enrolment through the parents MyGov account.

High Risk Accounts

- Accounts may be classified as high-risk due to overdue fees. The service will implement measures to manage high-risk accounts as outlined in the *Fees, Bookings and Payments Procedure*.

Key Resources

- Education and Care Services National Amendment Regulations
- Family Law Act 1975
- Child Care Subsidy Minister's Rules 2017
- Revised National Quality Standard (ACECQA)
- Guide to the National Quality Framework (ACECQA).
- ChildCare Provider Handbook Modified 13 July 2021 (Department of Education, Skills and Employment)
- A New Tax System (Family Assistance) Act 1999
- Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
- GECKO online learning modules [Online learning - Department of Education, Australian Government](#)

Related policies

Client and Stakeholder Feedback (including compliments and complaints) Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	Fraud Prevention Policy Governance Policy Privacy Policy Record Keeping and Retention Policy
---	---

Key Terms

Term	Meaning	Source
------	---------	--------

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.	Acecqa.gov.au
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.	dese.gov.au/resources-child-care-providers/child-care-provider-handbook/how-child-care-subsidy-paid
Notice period (fees)	The length of time stipulated by a service to notify families before making any changes that will affect the fees charged or the way in which fees are collected. The notice period must be at least 14 days.	National Regulations (Regulation 172)

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
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

Sources

Australian Children's Education & Care Quality Authority. (2025).

<https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf>
Guide to the National Quality Framework

Australian Children's Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service.](#)

Australian Government Department of Education [Child care discount for early childhood workforce](#)

Australian Government Department of Education Child Care Provider Handbook

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education *Early Childhood and Care*

<https://www.education.gov.au/early-childhood>

Australian Government Department of Education (2024). [Help in an emergency](#)

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

Induction and ongoing training

Induction and ongoing training will be implemented on commencement and during staff meetings as required, focusing on this policy and related procedures. Information will be shared with relief/casual educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.

Consequences of Policy Violations:

Violations of this policy may result in disciplinary action, up to and including termination of employment or contract. The severity of the consequences will depend on the nature and impact of the violation, as determined by CatholicCare Wollongong. People and Culture will review each case individually to determine appropriate actions based on the circumstances.

Policy created/ Reviewed

Date	Major, Minor or Administrative	Description of Revision(s)
December 2025	Major	New policy – adapted from Childcare Centre Desktop. Merged ELC and OSHC policies. This policy replaces "EC 14 – Fees"
February 2026	Minor	Added point regarding process for collecting gap fees.

Monitoring, Evaluation and Review

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or modifications to ensure compliance with legislative and standard requirements will be communicated to all employees, contractors, and representatives of CatholicCare Wollongong.

Other situations may include:

- Following an incident, to identify gaps and strengthen data protection measures.

- adoption of new tools or systems.
- mergers, restructuring, or shifts in services that impact on current processes.
- As part of routine evaluations to ensure policies remain effective and aligned with best practices.
- If client/s provide feedback or complaints, prompting a review for improvement.
- When inefficiencies or errors are identified.

The agency will formally review this Policy every three years as part of the policy's known life cycle period.

	Type of Policy
Approval rating 1	New agency policy/adjustments that are legislated or are a Diocesan directive. Minimal collaboration required.
Approval rating 2	High level agency policies that are developed at executive management level (such as employee entitlements) go to CELT for final review before COO recommendation for approval by the CEO.
Approval rating 3	Operational agency policies are endorsed by the QSC to ensure policy is applicable across all program areas. Then go to CELT for final review before COO recommendation for approval by the CEO.
Approval rating 4	Program specific where it is only the individual program that need to ensure that the policy meets practice requirements. No QSC, CELT or CEO. However, if it is a new policy, courtesy email outlining what they are should go to the CEO, COO and EM Quality & Risk (EM Q&R) for information only.