

Education and Care Services National Regulations	
Regulation	Description
168	Education and care service must have policies and procedures (n) payment of fees and provision of a statement of fees charged by the education and care service;
National Quality Standards for Children’s Education and Care Services	
Quality Area QA 7	Description Leadership and Service Management
7.3	Administrative systems enable the effective management of a quality service.

Purpose

To provide guidance on the collection of fees for Catholic Early Learning Centres (ELCs). ELCs are not for profit organisations. Every effort is made to ensure fees are at an affordable level for families.

Most families are entitled to some type of child care benefit (CCB) and/or rebate (CCR). Contact The Commonwealth Department of Human Services (DHS) on 13 61 50 for further information and to receive a Customer Reference Number (CRN). DHS will provide you with the Centre’s Childcare Provider Number to allow you to claim CCB/CCR.

Procedure

Families are encouraged to pay fees by Direct Deposit. Some ELCs may accept EFTPOS, cash, cheque or credit card. Fees are charged two weeks in advance. It is essential that all fees are paid by the due date. Please do not allow fees to accrue as non-payment of fees can result in loss of place for your child at the ELC.

Fees must be paid for every day your child is enrolled, including public holidays, regardless of attendance. Each child is entitled to a number of Allowable Absence days during the financial year and you will still be able to claim CCB for these days. In addition, CCB is payable for Approved Absence days that are verified with supporting documentation.

Families are asked to give 10 working days written notice of their intention to withdraw their child from the ELC (including before and after school care sessions). Should families give less than 10 working days’ notice they are still obligated to pay the amount equivalent to two weeks of fees. If the child does not attend the first or last days of their enrolment families are not entitled to CCB/CCR on those days.

Additional fees that are charged to families include:

- Enrolment Fee
- Resource Fee - paid per child at the beginning of each term.
- Centres may charge an excursion levy at the beginning of each term.
- Late Fee of \$10 for every 5 minutes the child is left at the centre after their booked session has ended. This fee is charged at the discretion of the ELC Director.

Families must contact the ELC Director if they are experiencing difficulties in meeting their payments as they fall due. In extreme circumstances families may be entitled to Special Care Benefit from the government. If the ELC Director suspects a family may be eligible they will contact the CE Officer for Early Learning for approval.

Procedures for Non-payment

As enrolment at an ELC is not compulsory and places are limited, the following actions will be taken in the event of non-payment of fees:

1. After 14 days of non-payment written contact will be made to the family. The ELC Director and Principal 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.
2. After 28 days, if full payment has not been made, the child will no longer have a booking at the ELC
3. After 60 days, any outstanding payments will be sent to a debt collection agency and the family will be charged for any debt collection charges or legal fees incurred.

Sources and Further Reading

- *Australian Children's Education and Care Quality Authority (ACECQA) (2011).*
- *Guide to the National Law and National Regulations. Canberra: ACECQA*
- <http://www.mychild.gov.au/sites/mychild/childcare-information/pages/benefit>

Approved by:	Service
Issuing Group	School Services
Implementation Date:	June 2017
Policy last updated:	
CEO Contact Officer:	Head, School Services
TRIM Record Number:	R388635