



PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must 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 policies and procedures are followed. (ACECQA, 2026).

Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

The services financial sustainability will be considered when discussing fee arrangements and the long-term Preschool viability to ensure sound financial management.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
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 LAW AND REGULATIONS	
111	Administrative space
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
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



181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

RELATED POLICIES

Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	Fraud Prevention Policy Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Termination of Enrolment Policy
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PURPOSE

For parents to gain a clear understanding of the Service fee structure, payment requirements and Government funding prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring children’s fees are paid on time and consequences for failure to pay fees on time.

SCOPE

This policy applies to children, families, staff, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

IMPLEMENTATION

Our Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Government for community preschool legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately.



Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family. We are committed to ensuring that children's safety, rights and best interests are the paramount consideration in all decisions, actions and practices including those relating to the payment of fees, recognising the importance of continuity of education and care for all children.

Our fee structure includes:

ENROLMENT FEE AND BOND PAYMENT

- An enrolment fee of \$45.00 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service.

GENERAL FEES

- The Service will issue families an invoice outlining fees charged for each session of care every two (2) weeks
- Will be set and reviewed by the approved Provider.
- Will comply with the Government Funding for community preschools funding guidelines for set fee levels and priority of access.
- Will be communicated with families through the preschool handbook and updated as and when required.
- Will be communicated with families with at least 14 days' notice if there are any fee changes required (Regulation 172 requires a minimum of 14 days' notice)
- Will continued to be charged while a child is absent from Preschool so their enrolled place at Preschool is held for them (this might be due to short term illness or long-term holidays etc)
- Will not be charged if the Preschool is shut for any reason and families are unable to attend on their enrolled days.
- Fees are charged for each session of care and vary depending on the age of the child in care



- Fees can be paid via Electronic Funds Transfer (EFT) or via direct debit by OWNA
- A statement is sent to families upon request and is also available on the OWNA APP
- Fees and charges associated with direct debit system are outlined on OWNA
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a *Statement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements
- If the Service is required to close due to periods of local emergency such as bushfire or flood, gap fees will not be charged
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)
- Families are requested to contact the Service if their child is unable to attend a particular session
- Any overpayment of fees will be credited to the family account
- If, at the end of enrolment, the family account is in credit, any fees will be refunded to the family within eight (8) weeks following the child's last day of attendance.
- Families are required to pay fees using the option of Direct Debit or Direct Transfer.
- Fees and charges associated with direct debit system are outlined on OWNA

Statements are available on OWNA and can be emailed upon request.

EXTENDED HOURS FEE

- Currently, a fee of \$5.00 per 15 minutes block or part thereof will be incurred by the family

ABSENCES FROM THE SERVICE

- Families are requested to contact the Service if their child is unable to attend a particular session

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after **four (4) weeks** and then again, after **two weeks** if the fees are still outstanding



- In the event that a families' account balance continues to become overdue, a payment plan will be put in place to ensure that the account does not fall further behind and there is progress made towards the account being paid in full.
- The preschool will be considerate of personal circumstances families may have and support them in strategies to help them pay their fees, however, a child's position will be terminated if payment has not been made after **two months and no payment agreement has been reached**, for which the family will receive a final letter terminating the child's position.

LATE FEES

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time
- Currently, a fee of \$15.00 per 15 minutes block or part thereof will be incurred by the family
- A review of the child's enrolment will occur where families are consistently late with fee payment.

CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families (Reg. 172 requires a minimum of 14 days' notice)

TERMINATION OF ENROLMENT

- Parents/guardians are to provide two weeks written notice of their intention to withdraw a child from the Service

RESPONSIBILITY OF NOMINATED SUPERVISOR

The approved provider and nominated supervisor are responsible for:

- ensuring that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- ensuring that children's safety, rights and best interests are the paramount consideration of all Service decisions and practices
- setting fees for children to enrol at the Service
- Ensuring compliance with the Government Funding for community preschools funding guidelines.



- 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 *Payment of Fees Policy* and associated procedure
- ensuring all families are aware of our *Payment of Fees Policy* are readily accessible for families
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- providing families with receipts of fees paid
- Reviewing the preschool budget and fee levels annually
- Ensuring the Preschool remains financially sustainable in the short and long term
- notifying families of any overdue fees
- providing families with reminder letters as required
- discussing financial hardship considerations and payment plans with families, when necessary
- terminating enrolment of children should fees not be paid
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected
- Ensuring accurate attendance records and fee records are kept.
- Working together with individual families as required to ensure that accounts can be paid and that every opportunity is provided for a child to continue to be enrolled at preschool.

[Please note: Reg. 172 states a minimum of at least 14 days' notice regarding changes to policies must be provided to families]

RESPONSIBILITY OF FAMILIES

- Indicating the personal responsible for fees on the enrolment form
- Acknowledge (through a tick) on the enrolment form that they understand that fees are required to be paid on a regular basis and any failure to do so may result in forfeiture of their child's preschool place.
- Keeping fees paid regularly, preferably in advance, always.
- Notifying the preschool if experiencing difficulties with the payment of fees.
- Giving two weeks' notice of withdrawal from the Preschool and payment of fees for this notice period.



- Paying for all enrolled days that the preschool is open and the child could attend even if the child is absent in the short or long term.
- Record the arrival and departure times of their child on the iPad app OWNA.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management, and notification of any change to policies will be made to families within 14 days.

SOURCES

Australian Children’s Education & Care Quality Authority. (2026). [*Guide to the National Quality Framework*](#)
 Australian Children’s Education & Care Quality Authority. (2026). [*Payment of service fees and provision of a statement of fees charged by the service Policy and procedure guidelines*](#)
 Australian Government Department of Education [Child care discount for early childhood workforce](#)
 Australian Government Department of Education. (2026). [Child Care Provider Handbook](#)
 Australian Government Department of Education [Early Childhood and Care](#)
 Australian Government Department of Education (2024). [Help in an emergency](#)
[Children \(Education and Care Services\) National Law \(NSW\) \(NSW services only\)](#)
[Education and Care Services National Law Act 2010](#)
[Education and Care Services National Regulations 2011](#)
[Education and Care Services National Regulations \(NSW\) \(2025\) \(NSW services only\)](#)

REVIEW

POLICY REVIEWED BY	Michelle Donadel	Director/Nominated Supervisor	11.5.2026
POLICY REVIEWED	May 2026	NEXT REVIEW DATE	May 2027
VERSION NUMBER	VMAY2026		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy maintenance • added content to responsibility of approved provider/management • sources checked for currency and hyperlinks updated • updated late fee 		