



G8 Education^{ltd}

**CENTRE FEE
POLICY**

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1. Purpose

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

2. Scope

This policy applies to team members and the families who attend G8 Education centres, to ensure that all childcare fees are kept up to date in accordance with the Fee Schedule, enabling the service to provide quality programs and care.

3. Policy Statement


Our team members endeavour to provide a safe and supportive environment with a rich range of experiences to promote children's learning and development and where they feel valued, accepted and safe.

- We are committed to providing all families the opportunity to enrol their children. We aim for our fees structure to be fair, and we accommodate payment plans for families requiring greater flexibility.
- We value our families and ensure there is two-way communication with them at all times. We ensure they are familiar with our 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 fees structure is clear and transparent, and our systems and practices ensure that payments are processed correctly, and transaction statements are available to families.
- All fees must be paid for the current week plus one week in advance at all times. Fees are payable for ALL booked days within the regular booking pattern and/or as listed on the Complying Written Agreement (CWA). This includes public holidays, sick days, and family holidays. Swap days are not permitted.
- The preferred method of payment is direct debit via Debit Success in Xplor. Pay Now, Direct Deposit, BPay and Centrepay (Centrepay is managed by families through MyGov) options are available. **No cash or cheque payments are accepted.**
- Full fees are applicable until Child Care Subsidy (CCS) is received by the service. We may allow an interim and temporary offset of estimated CCS against fees in order to determine an amount payable. A subsequent adjustment for actual CCS received vs estimated CCS will be made, generally within 4 weeks of enrolment or enrolment changes.
- Fees are subject to change and will be notified with no less than 14 days' notice in writing to families.

4. Responsibilities

The Approved Provider will:

- Follow Government regulations for applying subsidies.
- Ensure policies and procedures are in place in relation to the payment of fees and provision of a statement of fees charged. *National Regulation 168(2)(n)*
- Make this policy accessible to nominated supervisors, team members, families, and available for inspection, and take reasonable steps to ensure this policy and all associated procedures are followed.
- Notify families at least 14 days before changing the policy or procedures if the changes will affect the fees charged or the way they are collected; or significantly impact the service's education and care of children; or significantly impact a family's ability to utilise the service. *National Regulation 172*

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- Report financial information to the department within 3 months of the end of our normal financial reporting period.

Nominated Supervisor will:

- Provide families with information relating to payment of fees and provision of a statement of fees charged by the centre. *National Regulation 168(2)(n)*
- Communicate with families at enrolment about fees, including:
 - the amounts charged;
 - payment periods and methods;
 - how the Child Care Subsidy or other government subsidy (e.g. from your jurisdiction) will be applied;
 - notice periods;
 - how they can view transaction statements; and
 - financial hardship considerations and payment plans.
- Implement procedures for the payment of service fees, including:
 - Reviewing all direct debit scheduled payments and adjusting to cover any outstanding balance on the account. Ensuring the account always remains one week in advance.
 - Monitoring the application of the Child Care Subsidy or other government subsidy.
 - Facilitating ongoing communication with families about their account.
- Ensure team members are familiar with the fee schedule and how to support families to approach the person whose role it is to collect fees with any fee-related questions.
- Work collaboratively with appropriate services and/or professionals to support children’s access, inclusion and participation in the program.

Enrolled Families will:

- Ensure an understanding of the service’s fee requirements and expectations at enrolment and any ongoing changes.
- Upon enrolment, a Complying Written Arrangement (CWA) will be issued to the CCS claiming parent (Primary Carer). The CWA must be agreed to by the Primary Carer upon enrolment and each time there is a change to a child’s booking pattern, fees or session hours. This is a requirement under the Family Assistance Law.
- Meet the fee requirements. All fees must be paid for the current week plus one week in advance at all times. Failure to comply will put a child’s placement at the centre at risk with no guarantee of their place still being available once the specified amount has been paid.
- Receipts and Xplor account statements can be accessed by the Primary Carer online at any time via the Xplor Home Parent App.
- Upcoming payments can be viewed by the Primary Carer through the Xplor app. Adjustments can be made by the centre prior to 12pm (AEST) on the day of payment.
- Families can request the current fee structure at any time from the Nominated Supervisor.
- Raise any fee-related questions with the person responsible for fee collection at the service.
- **It is a parent/guardian’s responsibility to ensure their Child Care Subsidy (CCS) remains current. If CCS is cancelled, full fees will be charged until the parent/guardian rectifies with Services Australia.**

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Services Australia outlines the parent/guardian responsibilities as the following:

- Provide their Child Care Service Provider/s with their child/ren's Customer Reference Number (CRN) and date of birth along with your Customer Reference Number (CRN) and date of birth. Make sure to provide the date of birth and CRN for the parent/guardian who is claiming CCS.
- Electronically confirm attendance daily to show when their child starts care ('time in') and finishes care ('time out').
- Advise Services Australia when changes happen that may affect a family's CCS entitlements, for example, income changes or changes to personal circumstances such as separation.


5. Absences

- If a child is to be absent for the day, parents/caregivers are requested to contact the centre and inform the Nominated Supervisor as soon as possible via telephone or the Xplor Home app (Bookings dashboard).
- Each child is entitled to 42 allowable absences in a financial year. Once all 42 allowable absences have been used, CCS will no longer apply on the days the child is absent from the Centre and the family will be responsible for paying the full fee rate, this includes absences for public holidays, illness, holiday days etc.
- Services Australia states that Child Care Subsidy (CCS) will only be payable after 42 absences when supporting documentation is provided. This includes situations such as illness (with a valid medical certificate), periods of local emergency, and other exceptional circumstances as specified within the Family Assistance Law. For a prescribed absence to be considered when a medical certificate is provided, the certificate must comply with the Australian Medical Association (AMA) guidelines (Medical Certificates 2011). Additionally, the certificate must be submitted to your centre manager on the day of the absence or no later than 21 days afterward. Please note that prescribed absences with medical certificate evidence will not be backdated more than 21 days from the day the certificate is presented to your Centre Manager. Refer to:
 - <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care>
 - <https://www.ama.com.au/position-statement/ama-guidelines-medical-certificates-2011-revised-2016>
- You can check the number of absence days on your Fee Statement, Centrelink online account or request them from your Centre Manager.

6. Discounts

(a) All discounts

- The terms and conditions in this section (a) apply to all discounts, including Holiday Discounts, Multi-Day Discounts and promotional discounts, unless otherwise specified.
- Discounts are offered at G8 centres at G8 Education's discretion. These discounts may be withdrawn or changed at any time upon 2 weeks' written notice to families.
- A current and signed Complying Written Agreement (CWA), or other relevant Government enrolment, is required in order for the discount to be applied and G8 Education reserves the right to remove any discounts in place where a current and signed CWA or other relevant Government enrolment is not in place where required.
- Discounts (including Holiday Discounts, Multi-Day Discounts and promotional discounts) will:
 - not be applied in conjunction with any other discount.
 - not be applied where your account is not paid up to date and one week in advance as required by G8 Education's Centre Fee Policy.
 - not be backdated at any time.

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- apply from the date approved by the relevant approver (usually your Centre Manager or Area Manager) or for discounts requiring notice (e.g., the Holiday Discount), from the end of the relevant notice period.
- only be available upon application to centre management in writing (please see specific discount types below for more details on how to apply).
- Families bear responsibility for checking account statements to ensure approved discounts have been correctly applied to the relevant bookings.
- Please see additional terms and conditions for Holiday Discounts and Multi-Day Discounts below.

(b) Holiday Discounts

- A 25% Holiday Discount is available to be applied to four weeks' worth of permanent bookings throughout each financial year on a pro-rata basis.

Example: for a child attending 2 days per week, the family would be eligible for eight days at the discounted 25% Holiday Discount rate within the financial year. These days may be taken individually or as a block period.

- Families may choose to apply some or all of the four weeks' worth of permanent bookings on bookings falling on public holidays.
- Unused days are not able to be carried over to the following financial year.
- Holiday absences are included in the 42-day allowable absences allocated by Services Australia. If the 42 allowable absences are exceeded, CCS will not apply.
- Should permanent booked days be increased or decreased throughout the financial year, Holiday Discount days will be adjusted on a pro-rata basis.
- Holiday Discounts will be applied against the centre's current gross daily fee for all bookings eligible for the Holiday Discount.
- For families that are not on a Direct Debit or Centrepay payment arrangement, applications for Holiday Discounts will require approval by the Area Manager.

How to apply: A [Holiday Discount Form](#) must be completed by the Primary Carer, giving a minimum of two (2) weeks' notice.


Nominated Supervisors procedure:

- Family provides a completed Holiday Discount Form and are made aware that it is subject to final approval from Management.
- Where the request does not meet policy guidelines, the Nominated Supervisor must forward the completed Holiday Discount Form to their Area Manager for approval.
- Nominated Supervisors will advise the families of the decision made.

(c) Multi-day Discount

- If your centre offers a Multi-Day discount, these discounts are available at the advertised rate to children enrolled for the specified number of permanent bookings per week (which excludes regular or recurring casual bookings).
- Multi-Day Discounts will be applied against the centre's current gross daily fee for all eligible weekly bookings.

How to apply: Email your centre manager directly to have this discount applied.

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7. Change of Booking Pattern

Should a parent/guardian wish to change their child's booking pattern the request must be submitted in writing to the Nominated Supervisor. Where there is a request to reduce the number of days, two (2) weeks written notice must be provided.

8. Late Collection Fees

Should a parent/guardian/authorised nominee collect their child after the centre's closing time, a late fee will be applied. This fee is to cover the costs of the team members providing care above their rostered hours. This fee is calculated at **\$1 per minute per child** and will be added to your account, to be paid in the next payment period. The time of late collection will be digitally recorded via Xplor when the child/ren are signed out of the Centre.

If you will be late for any reason, please contact the centre as per the [Delivery and Collection of Children Policy](#).

9. Excursion Fees

Optional excursions or incursions may be offered as part of the curriculum or extra-curricular program. Some may include costs, such as travel, food, and entry fees. Where there are costs required to participate, details of the excursions or incursion and any associated costs will be provided to families in writing prior to the activity. Where regular third party incursions are offered at a Centre, fees will be paid directly by the family to the third party.

10. Public Holidays

Fees are calculated on a weekly basis including public holidays. Families will be charged for public holidays at the same rate as a regular day of care. Holiday discount can be applied to public holidays, subject to the annual number of discounted allowable days. A [Holiday Discount Form](#) can be submitted to the centre giving a minimum of two weeks' notice.

11. Child Care Subsidy (CCS)

CCS is the Federal Government's fee subsidy to assist families with the costs of childcare. It is generally paid directly to providers and passed onto families as a fee reduction.


G8 Education has three sessions of care available to choose from:

- nine-hour session
- ten-hour session
- full day session

Options are available to all families under the one associated flat fee, enabling families to optimise their Child Care Subsidy entitlements. Where a selected session exceeds the allocated time, provided it is not outside of the centre's normal operating hours, there is no financial penalty.

When receiving CCS, the parent/guardian is responsible for keeping Centrelink and their Child Care Service Provider up to date by notifying them when their circumstances change. Upon enrolment, a Complying Written Arrangement (CWA) will be issued to the CCS claiming parent (Primary Carer). The CWA must be agreed to by the Primary Carer upon enrolment and each time there is a change to a child's booking pattern, fees or session hours. This is a requirement under the Family Assistance Law.

It is a parent/guardian's responsibility to ensure that their Child Care Subsidy (CCS) remains current. If CCS is cancelled, full fees will be charged until the parent/guardian rectifies the issue with Services Australia. Families can access detailed information about their Child Care Subsidy entitlement and eligibility here <https://www.servicesaustralia.gov.au/child-care-subsidy>.

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12. Kindergarten Funding

The Preschool Reform Agreement ensures that a quality preschool program (also referred to as Kindergarten in some states) is available for children to access and attend in the years before full time school. A brief summary is provided below on the subsidies that may be available to support children in accessing free or low-cost preschool across each state.

Australian Capital Territory – “Three-year-old preschool”

The Three-year-old preschool program provides eligible* children enrolled in a partnered early childhood education and care (ECEC) service with up to 300 hours of free preschool access per year.

New South Wales – “Start Strong Program”

The Start Strong Fee Relief subsidy may support families to access a funded preschool program by reducing the cost for families by up to \$2110 per year for eligible* children aged 4 and above and up to \$500 per year for eligible* children* aged 3.

Queensland – “Free Kindy”

The Free Kindy program supports eligible* children to receive fee-free government-approved kindergarten education for 15 hours per week (up to 600 hours) over 40 weeks per calendar year.

South Australia

Target Subsidies are provided to eligible* children enrolled in an approved preschool program for up to 15 hours per week, 40 weeks per year.

Victoria – “Kinder: Best Start, Best Life”

The Best Start, Best Life Kinder subsidy may support families to access a funded kindergarten program by reducing the cost for families by up to \$2101 per year for eligible* 3 and 4 year old children.

To access these subsidies, children must meet state guidelines for child eligibility, including Date of Birth criteria and enrolment at a service that delivers the relevant funded program. Please visit the relevant government website in your state or territory for more information on the available subsidies.

For more detailed information related to your centre please speak with your Nominated Supervisor.

13. Cancellation of Enrolment


Should the primary carer wish to cancel their child’s care they must provide two weeks’ written notice and complete our [End of Care Form](#).

Please note: Legislation states that a child must attend their last day of care in order to receive their CCS. Any absences on and leading up to the last day of booked care, will be charged at full fee.

The centre maintains the right to cancel care for any child/ren without notice if the primary carer fails to comply with the Centre Fee Policy. For example, where fees are not paid one week in advance at all times.

14. Delayed Payment of Fees

If payment of fees lapse, the child's place may be considered vacant and may be offered to another child. Unpaid accounts may be referred to a Debt Collection Agency and collection fees or other charges incurred can be added to unpaid accounts. If at any stage a family is experiencing financial difficulties, they should speak with the Nominated Supervisor to discuss the possibility of a Payment Plan.

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15. Parent Refunds

Families can access their account balance via the Finance tab in the Xplor Home App. Where an account credit remains at the conclusion of the End of Care notice period, a refund can be requested and the Nominated Supervisor will provide the family with a refund form to complete, prior to submitting the refund request for processing.

If a refund application is not properly made by a family within 18 months from the last day of the End of Care notice period, G8 Education may retain all remaining funds, at G8 Education's sole discretion. All refund requests must be made in accordance with the Parent Refund Policy.

In some circumstances, Child Care Subsidy overpayments may occur and appear in error on a family's statement in Xplor. If we identify this to be the case, the refund will not be available to the family and the overpayment will be recovered by Services Australia.

16. Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Nominated Supervisor, Centre Manager or the Family Care Team (1800 317 371 familycare@g8education.edu.au) in the first instance.

The Nominated Supervisor will follow our Dealing with Complaints Policy, including advising the Approved Provider of all grievances. Families can also raise concerns regarding management of the Child Care Subsidy to tipoffline@education.gov.au or phone 1800 664 231.

17. Supporting Documents

Supporting documents are contained within our internal networks and can be requested from the centre team.


- [Delivery and Collection of Children Policy](#)
- [Confidentiality of Centre Records Policy](#)
- [Enrolment and Orientation Policy](#)
- [Governance and Management Policy](#)
- [End of Care Form](#)
- [Parent Refund Procedure](#)
- [Holiday Discount Form](#)

18. Policy Review

The centre will review this policy and related documents every year or as new information arises. Team members and our centre families are essential stakeholders in the policy review process and are encouraged to be actively involved. Feedback can be provided through our [Policy Review Survey](#).

19. Source Acknowledgements

- Child Care Provider Handbook and CCS fact sheets:
 - <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
 - <https://www.education.gov.au/early-childhood>
- State and Territory Government websites for kindergarten programs:
 - ACT: <https://www.education.act.gov.au/early-childhood/free-three-year-old-preschool>

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- NSW: <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/grants-and-funded-programs/start-strong-funding>
- QLD: <https://earlychildhood.qld.gov.au/kindy>
- SA: <https://www.education.sa.gov.au/parents-and-families/enrol-school-or-preschool/preschool-and-kindergarten-enrolment/when-your-child-can-start-preschool>
- VIC: <https://www.vic.gov.au/sending-child-kinder>
- Consultation with management, team members and families.
- www.acecqa.gov.au for all documents relating to the NQF including but not limited to:
 - National Law Guide and National Regulations Guide
 - National Quality Standard Guide
 - Early Years Learning Framework and the My Time, Our Place Framework for OSHC
 - Quality Improvement Plan Guide

20. Legislation

National Quality Framework:

National Quality Standard Quality Area 6		
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
National Quality Standard Quality Area 7		
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:

R111	Administrative Space
R168	Education and care service policies and procedures
R170	Policies and procedures to be followed
R171	Policies and procedures to be kept available
R172	Notification of change to policies and procedures

Family Assistance Law:

A New Tax System (Family Assistance) Act 1999
A New Tax System (Family Assistance) (Administration) Act 1999
Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017
Family Assistance Legislation Amendment (Cheaper Child Care) Act 2022
Child Care Subsidy Minister's Rules 2017
Child Care Subsidy Secretary's Rules 2017