

<b>POLICY/PROCEDURE NAME &amp; REVIEW PROCESS</b>	<b>VICTORIA -KINDERGARTEN PAYMENT of FEES POLICY</b> This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time, and this policy is subject to review based on feedback or due date of annual review.									
<b>NATIONAL QUALITY STANDARD</b>	<b>QUALITY AREA 7 GOVERNANCE AND LEADERSHIP</b> <b>7.1 GOVERNANCE</b> 7.1.2 Management systems.									
<b>NATIONAL LAW AND REGULATIONS</b>	111- Administrative space 168-Education and care service must have policies and procedure 170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures									
<b>RELATED POLICIES and RECORDS</b>	<ul style="list-style-type: none"> <li>▪ Cancellation of care record</li> <li>▪ Change of child enrolment details record</li> <li>▪ Debt policy</li> <li>▪ Enrolment record</li> <li>▪ Holiday notification record</li> </ul>									
<b>SCOPE OF POLICY</b>	This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.									
<b>AIM OF POLICY</b>	To ensure that our service has strong guidelines, procedures, and practices in place regarding payment of fees for all stakeholders. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.									
<b>SERVICE IMPLEMENTATION</b>	<p>The policy outlines to our stakeholders the process regarding fee payment, debt avoidance and how Child Care Subsidy CCS works to ensure that all stakeholders are fully aware of what is involved.</p> <p><b>Effective from 7 July 2025</b></p> <p>As part of our commitment to transparency and supporting families in accessing affordable childcare, this policy outlines the current Child Care Subsidy (CCS) hourly rate caps as set by the Australian Government for the 2025–2026 financial year.</p> <p>These hourly rate caps are the maximum hourly fee amounts the Government will subsidise. The CCS is paid as a percentage of the lower of:</p> <ul style="list-style-type: none"> <li>▪ the actual hourly fee charged by the service, or</li> <li>▪ the relevant hourly rate cap.</li> </ul> <p>The caps are adjusted annually in line with the Consumer Price Index (CPI).</p> <p><b>2025–2026 Hourly Rate Caps</b></p> <table border="1" data-bbox="389 1386 1469 1489"> <thead> <tr> <th>Care Type</th> <th>Children under school age</th> <th>School age children</th> </tr> </thead> <tbody> <tr> <td>Long day Care</td> <td>\$14.63</td> <td>\$12.81</td> </tr> <tr> <td>Outside School Hours care</td> <td>\$14.63</td> <td>\$12.81</td> </tr> </tbody> </table> <p>These rate caps apply across all approved care types and help determine the maximum CCS entitlement a family can receive per hour of care. Families are encouraged to check their CCS eligibility and estimate their entitlements using the Services Australia CCS Calculator.</p> <p><b>Child Care Subsidy and enrolment</b></p> <ul style="list-style-type: none"> <li>▪ On acceptance of enrolment, providing all documents are provided and enrolment record is completed a day of commencement, and a schedule of attendance will be decided based on family's request and availability.</li> <li>▪ Fee and payment practices will be managed in a way that does not disadvantage vulnerable or at-risk children, in line with the Victorian Child Safe Standards and the National Principles for Child Safe Organisations.</li> <li>▪ Parents/ guardians must sign child/ren in and out of service on arrival and on departure. Nominated supervisor/ staff member will update information if parent / guardian forgets however on next arrival at service parent/guardian must acknowledge sign in or sign out completed by nominated supervisor / staff member. Signing children in and out is a legal requirement for parents/ guardians.</li> </ul>	Care Type	Children under school age	School age children	Long day Care	\$14.63	\$12.81	Outside School Hours care	\$14.63	\$12.81
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- All absences must also be recognised by signing off at next attendance at service.
- If eligible for **Child Care Subsidy CCS**, the service will link the child and family to the service and parent/guardian will accept the enrolment via MYgov app or portal. It is important to ensure that the child and parent/guardian CRN number and dates of birth are accurate in order to link to Services Australia to apply CCS to the account. Failure to accept enrolment via MYgov will delay the CCS being applied to your account and will therefore incur full fees until accepted. Once accepted based on the number of eligible CCS the family will pay a **GAP** amount each scheduled payment.
- If your child is attending more than one service you will need to alert Services Australia if you want to distribute your hours across the services, otherwise Services Australia will pay each childcare service in the order that they receive attendance reports for the child. You can allocate hours by calling **Family Line 136 150 Monday – Friday 8.00am – 8.00pm**.
- A direct debit form must be completed and on commencement of the child’s attendance the fee schedule will be charged 1 week in advance.
- Every week after that, providing that fees are kept up to date a further gap week will be charged.
- **IMPORTANT:** It is the family’s responsibility to ensure funds are sufficient each week/ fortnight to cover the direct debit. Nominated supervisor can rerun the direct debit to capture payments later in the week and will not be held responsible for any bank fees incurred by the family if funds aren’t available. Families who receive CCS must make a co-contribution to their childcare fees. This is a requirement under Law. They do this by paying the difference between the provider’s fee and the CCS amount. This is known as the gap fee.
- Cash is not accepted at the service.
- Make up days are not accepted due to rostering and CCS requirements.
- Families must meet requirements in order to receive **CCS (Child Care Subsidy)**
  - Care for a child 13 or younger who’s not attending secondary school, unless an exemption applies.
  - Use an approved childcare service.
  - Be responsible for paying the childcare fees.
  - Meet residency and immunisation requirements.
- A child will cease to be enrolled if they do not attend the service for a 14-week period, if this situation occurs family must begin enrolment process all over again.
- A session report can be amended up to 28 days for the service to receive payment, this means that any errors in bookings can be amended by the service and back dated for 28 days to receive payment on family account. If there are issues with CCS applying the service can back date this up to 28 days. After this time, the family will need to deal with Services Australia for reimbursement. This could result in full fees being charged.
- It is important to note that the service has no control over what CCS you receive or how you receive it. Any issues regarding your subsidy can be discussed with the nominated supervisor however it can only be reconciled by Services Australia.
- Services Australia will withhold 5% of your subsidy to avoid overpayment. You can vary this amount by contacting Services Australia and this can be done twice a year by calling the **Family Line 136 150- Monday – Friday 8.00am – 8.00pm**
- Your family income is used to estimate CCS that you receive. At the end of each financial year the payment received – CCS is balanced against your family’s actual adjustable taxable income.
- If you underestimated your family income, you may end up with an overpayment which you’ll need to pay back to the service. Regardless of whether your fees were up to date this process can raise debt on your account. Services Australia will use the 5% withheld to help alleviate this debt but the balance if there is one will be the responsibility of the family. Again, this has nothing to do with the service. The service has no control over this. Nominated supervisor will inform you of accumulated debt and work with you to pay back this amount.
- It is important to note that all attempts will be made to negotiate a fee payment plan with all our families as per our debt recovery process, however failure to follow this process could result in termination of child/ren’s place at our service and debt can be sent to a debt collection agency and therefore result in further charges incurred.
- If you overestimated your family income Services Australia will repay the amount owed directly to the family and will include the percentage withheld.

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- Families can check the CCS that they may be entitled to by the following process in your Centrelink account through MYgov as per below:
  - Select the MENU
  - Select My family.
  - From this menu select Child Care
  - Select Child Care Subsidy summary.

**CCS Rates**

- The maximum amount of Child Care Subsidy is up to 90%.
- Families earning \$85,279 or less will get a Child Care Subsidy rate of 90%.
- Families earning more than \$85,279 to below \$535,279 may get a Child Care Subsidy rate between 90% and 0%. The percentage decreases by 1% for every \$5,000 of income a family earns.
- Families earning \$535,279 or more will receive no Child Care Subsidy.
- Families with multiple children aged 5 or under in care may be eligible for a higher subsidy for the second and subsequent children. Children do not need to attend the same childcare service to receive the increased subsidy.
- **Higher CCS Rates (Second and Younger Children)**
- Family income up to \$143,273: **95% subsidy**- Family income between \$143,273 and \$188,273: Subsidy decreases by 1% for every \$3,000 of income.
- Family income between \$188,273 and \$267,563: **80% subsidy**. Family income between \$267,563 and \$357,563: Subsidy decreases by 1% for every \$3,000 of income.
- Family income between \$357,563 and \$367,563: **50% subsidy**.
- Family income \$367,563 or more: Higher CCS rates no longer apply; all children receive the standard CCS rate.
- Aboriginal and/or Torres Strait Islander children can get at least 36 subsidised hours of early childhood education and care per fortnight, regardless of their family's activity level.

**Absence's attendance and non-attendance**

- Families can receive up to 42 allowable absence days per child each financial year. These absences can be used for any reason, including a local emergency.
- It is important to note that allowable absences only apply to the child not to individual parents - for example shared custody.
- Allowable absences will be used when the service is closed for gazetted public holidays.
- Once allowable absences are completely used the only exemptions are for the following:
  - *The child, the individual who cares for the child, the individual's partner, or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner.*
  - *The child is attending preschool.*
  - *Alternative arrangements have been made on a pupil-free day.*
  - *The child has not been immunised against an infectious disease; the absence occurs during an immunisation grace period, and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child.*
  - *The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child.*
  - *The service is closed as a direct result of a period of local emergency.*
  - *The child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards.*
  - *The individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.*
- If a family has confirmed their child's last day at a service, but that child does not attend their last booked session of care, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service except in severe cases such as:
  - If you reach your allowable absence limit, you may get additional absences in some cases. Reasons may include:
    - Child or carer is ill.
    - Child attends preschool or a pupil free day applies.

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- Declared local emergency.
- *If a long absence from care is anticipated, the plan for this, and how it will be managed, can be specified in the Complying Written Arrangement (including, for example, any changes to fees). However, where a child does not attend a service within a period of 14 weeks or more, the enrolment will be ceased. Even where an absence longer than 14 weeks is planned in the Complying Written Arrangement, a new enrolment notice will need to be submitted when care recommences after the absence. If a long absence is planned, the family may prefer to end the enrolment and submit a new notice when physical attendance recommences so that the child is not reported as absent (using up the child's initial 42 days of absence).*

#### **Additional childcare subsidy**

Additional Child Care Subsidy provides additional support for payments for vulnerable or disadvantaged families and children.

#### **Additional Child Care Subsidy – Child Wellbeing**

The **Additional Child Care Subsidy (ACCS) – Child Wellbeing** supports access to early childhood education and care for children who are at risk of serious abuse or neglect. This section outlines the eligibility requirements, subsidy rates, and applicable time limits.

#### **Eligibility Criteria**

The ACCS (Child Wellbeing) is available to families caring for a child who is considered at risk of serious abuse or neglect. To be eligible, the parent or carer must:

- Be eligible for the **Child Care Subsidy (CCS)**, and
- Be caring for a child identified as at risk.

In exceptional circumstances, where a child at risk is identified and their parent or carer is not eligible for CCS, the approved childcare provider may be able to claim the subsidy on the child's behalf. Further guidance on this process is available under **Establishing Eligibility**.

#### **Subsidy Entitlements**

Eligible families may receive:

- Up to 100 hours of subsidised care per fortnight, and
- A subsidy covering either:
  - 100% of the childcare fee if the fee is equal to or less than the hourly rate cap, or
  - Up to 120% of the hourly rate cap if the service charges above the cap.

In most cases, this level of support will cover the full cost of care. However, where a child attends for more than 100 hours per fortnight or where service fees exceed the capped rate, families may be responsible for paying the difference.

#### **Exceptional Circumstances and Additional Support**

In certain exceptional circumstances, families may be eligible for additional subsidised hours and/or an increased subsidy rate under the Additional Child Care Subsidy (ACCS) – Child Wellbeing.

#### **What Are Exceptional Circumstances?**

Exceptional circumstances are defined as situations that:

- Are unforeseen and significantly different from a family's normal routine,
- Have a notable and disruptive impact on the family's wellbeing,
- Are temporary or time-limited in nature, and
- Do not include situations where a parent or carer is simply working longer hours on a regular basis.

#### **How to Apply**

- Families may contact Services Australia directly to request additional subsidised hours by calling the Centrelink Families Line and explaining their situation.
- Services Australia reviews and assesses all applications on a case-by-case basis.
- Childcare providers may also request:
  - An increased subsidy rate, or
  - Additional subsidised hours on behalf of a child in a **provider eligible arrangement**, by emailing: [childwellbeing@education.gov.au](mailto:childwellbeing@education.gov.au)

#### **Access and Time Limits**

- Providers can issue a 6-week ACCS Child Wellbeing certificate per child, per financial year, to provide immediate access to the subsidy.
- If continued support is needed beyond the initial 6 weeks, a determination can be submitted to extend access:

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Child's Circumstance	Maximum Determination Period
General at-risk circumstances	Up to 13 weeks at a time
In formal foster care or kinship care	Up to 52 weeks at a time
Under a long-term protection order	Up to 52 weeks at a time

### Debts and Overpayments

In some instances, an ACCS (Child Wellbeing) payment may be issued in error, resulting in an overpayment. This amount becomes a debt owed to the Australian Government and must be repaid. Responsibility for repayment depends on the cause of the error:

- If the family provided false or misleading information, the family is liable for the debt.
- If the provider made an error, such as submitting incorrect details or breaching Family Assistance Law, the provider is responsible for repayment.
- All other additional subsidy application must be completed online via your personal MYgov account and ensure it is linked to Centrelink.
- Sign in to **MYgov** and go to **Centrelink**.
- Select **My Family** from the menu.
- Select **Childcare** then **temporary financial hardship** OR **additional childcare subsidy grandparent** OR **transition to work**.
- Follow the instructions for either application or if unsure follow the link [Additional Child Care Subsidy - Services Australia](#)

### Statement of entitlement (fee statement)

Once every fortnight, providers must provide a Statement of Entitlement to parents eligible for Child Care Subsidy for children enrolled in their service. This statement must include details of the sessions of care provided and the resulting fee reduction amounts. The provider will need to use information about entitlements and payments for each child received in their payment advice (through their childcare software or the PEP) to prepare these statements.

Statement of Entitlement can only be issued for care already provided, as they must include details of the child's physical attendance (in/out time) at the service and actual fee reduction amounts.

Statements of Entitlement cannot be issued in advance based on estimates.

Statement of Entitlement are issued to families to ensure that families have a clear understanding of the fees they have been charged, what those fees have been charged for and how their Child Care Subsidy has offset those charges. (Child Care Provider Handbook)

- Each Statement of Entitlement will include the child's actual sessions of care, physical attendance times, fees charged, gap payments, CCS/ACCS reductions, and parent/guardian CRNs, in line with the guidelines of the Child Care Provider Handbook.
- Statements will be advised via email and will be sent to all families weekly or fortnightly if you are experiencing any difficulty in receiving statements, please check that the nominated supervisor has the correct information as in email address or if you prefer a printed paper copy contact nominated supervisor.
- Parents/guardians are able to view their statements online via the Centrelink online account.

### Discounts and holiday fees

- Holiday fee will be applied providing that all fees are completely up to date and in advance as per this policy. A minimum of 2 weeks' notice must always be given, and a **holiday notification record** must be completed prior to applying for holidays. Contact your nominated supervisor in regard to discount and terms available to families.
- **Staff discount** will be discussed at orientation time and nominated supervisor will apply any discount you are entitled to, providing fees are not in arrears as per this policy.
- Fees are to be paid for all **public holidays**. The only exception for this is if families book annual leave/ holidays that fall when public holidays are occurring, there will be a discounted fee providing the account is up to date as per **payment of fees policy**.
- Nominated supervisor must ensure that they report the discount that is applied to staff fees on a weekly basis.

### Further enrolment information

- A late fee will be incurred at \$1 a minute if a child/ren is not picked up on time. This amount must be paid to the educators who attend after hours. Continuing to be late when picking up your child/ren may incur loss of child/rens position at the service.

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- Cancellation of attendance requires a minimum of two weeks' notice, and a **cancellation of care record** must be completed.
- Any changes to existing enrolment will require 2 weeks' notice and we request that a **change of child enrolment details record** is completed for evidence of the amendment to the schedule.
- Fees that fall behind could jeopardise your child/ren's attendance at the service and if continually not paid could result in termination of your child/ren's place.
- The service reserves the right to cancel attendance for any child/ren after consultation with families.

#### How the Free Kinder offset works in Long Day Care

- Families continue to pay childcare fees, and they still receive Child Care Subsidy (CCS).
- The Free Kinder funding is applied as a fee offset/credit, reducing the total out-of-pocket fees for families.

The amount of the offset is set by the Victorian Government:

- \$2,101 per year (approx.) for 3-year-old kindergarten
- \$2,101 per year (approx.) for 4-year-old kindergarten
- Paid directly to the service, we will pass it on to families by reducing their fees on a fortnightly basis. The offset amount will be applied to statement of entitlements every fortnight and then statement will be sent out to families.
- No additional fees paid for incursions, excursions
- Families are required to pay the difference between the fee charged, *Free Kindy* offset fee and the CCS subsidy amount- the 'gap' amount

#### Our Operating Hours are as follows.

Monday to Friday 6.30 AM – 6.30 PM

#### Kindergarten hours and days

The kindergarten program operates from 8.30 am – 4.00 pm, Monday - Friday

#### Kindergarten terms run as per below.

Term 1 - 27 January – 2 April

Term 2 – 20 April – 26 June

Term 3 – 13 July – 18 September

Term 4 – 5 October – 18 December

#### We are closed on the following Public Holidays:

New Year's Day 1 January  
 Australia Day 27 January  
 Labour Day 10 March  
 Good Friday 3 April  
 Easter Monday 5 April  
 ANZAC Day 25 April  
 King's Birthday 9 June  
 Friday before the AFL Grand Final 25 September  
 Melbourne Cup 4 November  
 Christmas Day 25 December  
 Boxing Day 26 December

#### Debts

Families who incur debt due to not paying gap amount will be notified by the nominated supervisor usually by phone or email initially, failure to acknowledge this communication will commence the following process. Families who receive CCS must make a co-contribution to their childcare fees. This is a requirement under [Family Assistance Law](#).

- **First reminder letter** - Families that have not paid for the week ending and are not in advance as per payment of fee policy will be issued the first reminder letter.
- Failure to acknowledge the first letter or rectify the account will result in – **second reminder letter**.

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- If family is still not responding a **final letter** will be sent and if there is no further response from this letter or attempts to clear account, care may be cancelled, and all outstanding debt will be forwarded on to services debt collection agency.
- Nominated supervisor will be happy to work with families who may be experiencing difficulty or issues, and it is important to discuss with nominated supervisor who may be able to work on a **payment plan** with you. The payment plan should run for 6-8 weeks depending on the amount owing. Example: Gap amount each week then divide amount owing by 6 -8 weeks and add the two together to provide payment plan amount – Example family owes \$600 dollars divided by 6 = \$100 per week – Gap is \$50 – Payment plan amount is \$150 per week. This way gap is continually paid, and debt will be paid off resulting in NIL DEBT. again, failure to meet payment plan may result in cancellation of care and all outstanding debt will be sent to the services debt collector.
- Families must carefully read the terms and conditions of the direct debit contract. Payment may be ongoing if family leaves service with amount outstanding. In some cases, it is up to the family to end their direct debit payment by contacting the direct debit provider.
- In the event that fees bounce back or CCs component is removed from account after care has ended – families will be responsible for clearing this debt. Nominated supervisor will contact parent/guardian and parent/guardian can choose an option to complete the outstanding debt in consultation with nominated supervisor. Failure to do so may result in debt being sent to debt collector.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

**The Approved Provider**

- Will ensure that they retain Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) records, enrolments, attendance, session reports, fee statements and payments for seven (7) years and provide them to the Department of Education upon request.
- Will ensure that fees are set for families and will ensure 14 days’ notice is given to families via email online, memos etc to advise of fee increases.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure that copies of the policy and procedures are readily accessible to nominated supervisors,
- Will educators, staff, volunteers, and families, and are available for inspection.
- Will 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 the family’s ability to utilise the service.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

**The Nominated Supervisor**

- Will ensure that when families are orientating that they are made aware of fee structure, CCS component and how it is applied to accounts.
- Will monitor families accounts and advise of debt, CCS fluctuations and support families with a solution to keep statements and accounts up to date.

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	<ul style="list-style-type: none"> <li>▪ Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.</li> <li>▪ Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.</li> <li>▪ Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.</li> <li>▪ Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.</li> <li>▪ Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.</li> <li>▪ Will encourage feedback from stakeholders and staff regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.</li> <li>▪ Will ensure the policy is kept up to date with current legislation, research, and best practice.</li> <li>▪ Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.</li> </ul> <p><b>Educators</b></p> <ul style="list-style-type: none"> <li>▪ Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.</li> <li>▪ Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure.</li> <li>▪ Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.</li> <li>▪ Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service.</li> <li>▪ Will provide feedback to the nominated supervisor or approved provider regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required.</li> </ul> <p><b>Families</b></p> <ul style="list-style-type: none"> <li>▪ We expect that families are familiar with this policy and adhere to the procedures relating to the policy.</li> <li>▪ Will ensure that any issues regarding their account are discussed with the nominated supervisor and admin person and not discussed with staff and other families.</li> <li>▪ Will ensure funds are available to meet the fee gap amount each week.</li> <li>▪ Will be aware that failure to pay account and repeatedly attending the service for pick up after hours, despite attempts to support the family, may result in cancellation of care.</li> </ul>
<b>REGULATION IMPLEMENTATION</b>	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
<b>In regard to regulation 111- administrative space</b>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>▪ Provide a space for nominated supervisor to conduct all administrative requirements for the service.</li> <li>▪ Ensure there is also an allocated area that nominated supervisor can conduct a family meeting that may be private and confidential.</li> <li>▪ Provide a space for nominated supervisor and staff to attend confidential meetings or to complete programming and administrative duties in a quiet area.</li> </ul>
<b>In regard to regulation 168- Education and care service must have policies and procedures.</b>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that obligations under the Education and Care Services National Law and National Regulations are met.</li> <li>▪ Ensure they take reasonable steps to ensure that the policy and procedures are current, reviewed regularly and communicated to educators, staff, and stakeholders.</li> <li>▪ Take reasonable steps to inform and support educators and staff regarding their responsibilities in implementing the policy and procedures at all times.</li> <li>▪ Take reasonable steps to ensure that nominated supervisor, educators, staff, and volunteers follow the policy and procedures.</li> </ul>

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Policy published	February 2019	Last review date	December 2025	Next review date	March 2026
<b>Service Support Within Reach</b>	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	<ul style="list-style-type: none"> <li>▪ Ensure copies of the policy and procedures are readily accessible to nominated supervisor, educators, staff, stakeholders, and volunteers and are available for inspection.</li> <li>▪ Notify families at least 14 days before changing the policy or procedures if the changes will:             <ul style="list-style-type: none"> <li>▪ Affect the fees charged or the way they are collected or</li> <li>▪ Significantly impact the service’s education and care of children or</li> <li>▪ Significantly impact the family’s ability to utilise the service.</li> </ul> </li> <li>▪ Ensure policies and procedures regarding regulatory requirements are in place at the service.</li> <li>▪ Ensure that a suitable Nominated supervisor is in place and will monitor practices and procedures relating to all policies in the service.</li> <li>▪ Ensure policies and procedures are reviewed at least annually and changes are made if required prior to this review.</li> <li>▪ Ensure all stakeholders are involved in the review.</li> <li>▪ Ensure the service is conducive to a child safe environment and guidelines set out in the policy and procedure are clearly outlined.</li> </ul>
<p><b>In regard to regulation 170- Policies and procedures to be followed.</b></p>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process.</li> <li>▪ Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies.</li> <li>▪ Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure.</li> <li>▪ Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.</li> </ul>
<p><b>In regard to Regulation 171- Policies and procedures to be kept available.</b></p>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process.</li> <li>▪ Ensure policies will be available on request for all staff members to have access when required.</li> <li>▪ Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge.</li> <li>▪ Ensure policies will be available for all stakeholders when requested and when updating.</li> </ul>
<p><b>In regard to Regulation 172- Notification of change to policies or procedures</b></p>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>▪ Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure.</li> <li>▪ Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure.</li> <li>▪ Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback.</li> <li>▪ Ensure feedback will be considered from stakeholders and educators and may result in a change in policy.</li> <li>▪ Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators.</li> <li>▪ Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days’ notice to all stakeholders before the change takes effect.</li> </ul>
<p><b>CONTINUOUS IMPROVEMENT</b></p>	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> <li>▪ Conducting regular reviews and updates of this policy with all stakeholders.</li> <li>▪ Actively seeking feedback from children, families, and staff members.</li> <li>▪ Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.</li> </ul>

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<b>IN THE EVENT of a BREACH of POLICY and/or PROCEDURE</b>	<ul style="list-style-type: none"> <li>▪ All employees are required to comply with this policy and all associated procedures.</li> <li>▪ Any alleged breach of a policy or procedure will be documented and further investigated by management.</li> <li>▪ If an employee is deemed to be breaching policy and or procedure, disciplinary action will be taken, if the breach is deemed to be serious this could result in immediate termination.</li> <li>▪ Breaches involving child safety or harm to a child will result in immediate suspension whilst management undergo an investigation. This could also result in immediate termination.</li> <li>▪ All breaches and investigations will be documented and may be reported to the Regulatory Authority and/ or law enforcement.</li> </ul>
<b>KEY TERMS</b>	<ul style="list-style-type: none"> <li>▪ <b>ACECQA</b> – 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.</li> <li>▪ <b>Customer Reference Number</b>-An individual reference number allocated by Centrelink for each child and one for each parent or guardian who is claiming Child Care Subsidy (or any welfare benefit via Centrelink).</li> <li>▪ <b>PEP-Provider Entry Point</b> - Part of the secure Child Care Subsidy System through which providers can apply for provider and service approval, and which subsequently enables them to access information, add or remove a service, make notice of a change in their circumstances, and give enrolment notices and session reports in relation to Child Care Subsidy.</li> <li>▪ <b>Stakeholder</b> - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.</li> </ul>
<b>WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES</b>	<ul style="list-style-type: none"> <li>▪ Australian Children’s Education &amp; Care Quality Authority. ACECQA</li> <li>▪ Code of Ethics</li> <li>▪ Child Care Provider Handbook- July 2024</li> <li>▪ Education and Care Services National Regulations.</li> <li>▪ Education and Care Services National Law Act 2010.</li> <li>▪ Family Assistance law <a href="#">Child Care Subsidy - Department of Education, Australian Government</a></li> <li>▪ Guide to the Education and Care Services National Law and the Education and Care Services</li> <li>▪ Guide to the National Quality Framework</li> <li>▪ National Regulations.</li> <li>▪ National Quality Standard.</li> <li>▪ United Convention on the Rights of the Child</li> <li>▪ <a href="https://www.servicesaustralia.gov.au/additional-child-care-subsidy">https://www.servicesaustralia.gov.au/additional-child-care-subsidy</a></li> </ul>

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