Glen Iris Child Care and Kindergarten

GI-025 – Payment of Service Fees and Provision of a Statement of Fees Charged by the Service Policy

Policy Number	GI-025
Quality Area	QA7 – Governance and Leadership
National Law	s.168 • s.169
National Regulations	Regs. 168 • 169
Related NQS	QA7.1.2 • QA7.1.3
EYLF V2.0	Principles – Partnerships • Collaborative Leadership and Teamwork
Victorian Child Safe Standards:	Standard 11
Version:	1.0
Approved By:	Centre Director
Approved Date:	July 2026
Review Date:	July 2027

OUR COMMITMENT

At Glen Iris child care and kindergarten, we are committed to maintaining fair, transparent and consistent fee management practices that support the ongoing delivery of high-quality education and care.

We recognise that families value clear communication regarding fees and charges. We are committed to ensuring families receive accurate information about service fees, payment expectations, Child Care Subsidy (CCS), Victorian Free Kindergarten funding where applicable, and any additional charges before and throughout their child's enrolment.

Our fee management practices are respectful, confidential and comply with legislative requirements while supporting positive partnerships with families.

LEGISLATIVE INTENT

This policy supports Glen Iris child care and kindergarten in meeting its obligations under the Education and Care Services National Law and National Regulations by ensuring families receive clear information regarding service fees, statements of fees charged and payment expectations.

PURPOSE

- The purpose of this policy is to:
- Ensure families receive accurate information about service fees before enrolment.
- Promote transparent and consistent fee management practices.
- Outline payment expectations and available payment methods.
- Support compliance with Child Care Subsidy (CCS) requirements.
- Ensure accurate statements of fees charged are provided.
- Promote respectful communication regarding outstanding accounts.
- Support the financial sustainability of the service.

WHO THIS POLICY APPLIES TO

This policy applies to:

- Approved Providers
- Centre Director
- Nominated Supervisor
- Administration Staff
- Educators (where applicable)
- Families

DEFINITIONS

Child Care Subsidy (CCS)
Australian Government financial assistance that helps eligible families reduce the cost of approved child care.

Statement of Fees Charged
A statement provided to families outlining childcare fees, CCS applied (where applicable), payments received and any outstanding balance.

Enrolment Deposit
A fee payable to secure a child's enrolment. The deposit is credited to the family's account in accordance with the service's enrolment procedures.

Outstanding Fees
Any unpaid childcare fees or charges remaining on a family's account after the payment due date.

WHY THIS POLICY MATTERS

Clear and transparent fee management supports positive relationships between families and the service while ensuring the ongoing financial sustainability of Glen Iris child care and kindergarten
Providing families with accurate fee information before enrolment, regular account statements and timely communication regarding their account enables informed decision-making and promotes trust and accountability.

This policy ensures fee management practices are consistent, respectful and compliant with legislative requirements.

GUIDING PRINCIPLES

Glen Iris child care and kindergarten is committed to:

- Providing families with clear and accurate information about fees and charges.
- Maintaining transparent and consistent fee management practices.
- Respecting the privacy and confidentiality of family financial information.
- Supporting families to understand their Child Care Subsidy (CCS) entitlements and obligations.
- Communicating respectfully and promptly regarding fee enquiries or outstanding accounts.
- Applying fee policies consistently and fairly.
- Maintaining accurate financial records in accordance with legislative requirements.
- Supporting the ongoing sustainability of the service through responsible financial management.

OUR POLICY

Glen Iris child care and kindergarten is committed to delivering a Victorian Funded Kindergarten Program that provides all eligible children with access to a high-quality, inclusive and engaging educational program that promotes learning, development and wellbeing.

The funded kindergarten program is delivered by a qualified Early Childhood Teacher and reflects the Victorian Early Years Learning and Development Framework (VEYLDF). The program is informed by children's interests, strengths, abilities and family knowledge, with intentional teaching and play-based learning experiences supporting progress across all learning and development outcomes.

Our kindergarten program promotes children's agency, identity, wellbeing, communication and belonging while supporting equitable participation for every child. Strong partnerships with families, schools, local schools and community organisations strengthen children's learning and support successful transitions to school.

Glen Iris child care and kindergarten will maintain accurate enrolment, attendance and funding records and comply with all Victorian Government Kindergarten Funding requirements to ensure accountability, transparency and quality service delivery.

The service will:

- Deliver a funded kindergarten program that meets all Victorian Government funding requirements.
- Ensure all eligible children have equitable access to funded kindergarten.
- Employ qualified Early Childhood Teachers to deliver the kindergarten program.
- Maintain accurate enrolment, attendance and funding records in accordance with funding agreements.
- Support children's learning and development through a play-based, intentional teaching approach aligned with the VEYLDF.
- Work collaboratively with families to support children's participation and successful transition to school.
- Protect the privacy and confidentiality of all funding and enrolment information.
- Review funding processes and practices to ensure ongoing compliance with legislative and funding requirements.

Where children are eligible for Victorian Kindergarten Funding, funding credits will be applied directly to family accounts in accordance with current Victorian Government funding requirements. At Glen Iris child care and kindergarten, eligible kindergarten

funding is credited to family accounts **fortnightly throughout the funded kindergarten term**. Families remain responsible for any fees not covered by Child Care Subsidy (CCS) or Victorian Kindergarten Funding. Current fees, kindergarten funding arrangements and payment schedules are outlined in the service's **Fee Schedule/Brochure**, which forms part of the service's enrolment information and is reviewed and updated as required.

HOW WE PUT THIS POLICY INTO PRACTICE

Fee Information

Prior to enrolment, families will receive clear information regarding the service's fees and payment requirements.
The service will:

- Provide a current Schedule of Fees.
- Explain enrolment deposits and how they are applied.
- Outline payment methods available.
- Explain Child Care Subsidy (CCS) requirements.
- Inform families of any additional charges that may apply.
- Notify families of fee increases with reasonable notice.

Payment of Fees

Families are responsible for ensuring childcare fees are paid by the nominated due date. Payments may be made using approved payment methods determined by the service.
Families are expected to:

- Maintain current payment details where required.
- Ensure sufficient funds are available for scheduled payments.
- Advise the service if their CCS details change.
- Notify Centre Management if experiencing financial hardship that may affect payments.

Discounts

The service will:
• Apply approved fee discounts in accordance with the current Fee Schedule and service procedures.
• Clearly identify approved discounts on family fee statements where applicable.
• Ensure discounts are applied accurately and consistently.
• Inform families of any eligibility requirements and conditions relating to approved discounts.
• Provide reasonable notice to families of any changes to available discounts.

Child Care Subsidy (CCS)

Glen Iris child care and kindergarten supports families to access Child Care Subsidy where eligible.
The service will:

- Submit attendance information in accordance with CCS requirements.
- Apply CCS based on information provided through Services Australia.
- Encourage families to keep their CCS details current.
- Inform families that they are responsible for any gap fees or changes resulting from CCS reassessments.
- Support families to seek advice from Services Australia regarding their CCS entitlements where required.

Victorian Kindergarten Funding

Glen Iris child care and kindergarten participates in the Victorian Government's funded kindergarten program for eligible children.
Where a child is eligible to receive Victorian Kindergarten Funding at our service:

- Kindergarten funding will be applied in accordance with current Victorian Government funding guidelines.
- Eligible funding will be credited directly to the family's account.
- Funding credits are applied fortnightly throughout the funded kindergarten term, rather than as a single lump sum.
- Families are responsible for any remaining fees not covered by Child Care Subsidy (CCS) or Victorian Kindergarten Funding.
- Current fees, funding arrangements and payment information are outlined in the service's Fee Schedule/Brochure, which is reviewed and updated as required.

Statements of Fees Charged
Families will receive regular statements outlining their childcare account.
Statements will include:

- Fees charged.
- Child Care Subsidy applied (where applicable).
- Payments received.
- Outstanding balances.
- Other approved adjustments where applicable.
- Fee statements will clearly identify any approved discounts applied to the family's account.

Families are encouraged to review statements promptly and notify the service of any concerns.

Outstanding Accounts
Glen Iris child care and kindergarten understands that unexpected financial circumstances can occur and encourages families to communicate with the service as early as possible if they are experiencing difficulties meeting payment obligations.
Where fees become overdue, the service will:

- Contact families respectfully to discuss the outstanding balance.
- Work collaboratively with families where appropriate.
- Offer reasonable payment arrangements at the discretion of the Approved Provider.
- Continue to provide regular account statements.
- Follow the service's debt recovery procedures where required.
- Consider suspension or cancellation of enrolment where accounts remain unpaid and all reasonable attempts to resolve the matter have been unsuccessful.

Fee Increases
From time to time, service fees may be reviewed to reflect changes in operating costs, wages, government requirements or service delivery.
Families will be provided with reasonable written notice prior to any fee increase taking effect.

Confidentiality
All financial information relating to families will be treated confidentially.
Access to financial records will be limited to authorised personnel and managed in accordance with the Privacy and Confidentiality Policy.

ROLES & RESPONSIBILITIES

Approved Providers

Will:

- Ensure transparent fee management systems are maintained.
- Approve the Schedule of Fees and any fee reviews.
- Ensure legislative requirements are met.
- Support fair and consistent debt management practices.
- Protect the confidentiality of family financial information.

Centre Director

Will:

- Ensure families receive current fee information prior to enrolment.
- Maintain accurate fee records and account statements.
- Support families to understand payment requirements.
- Manage outstanding accounts respectfully and consistently.
- Communicate fee changes to families within appropriate timeframes.
- Maintain compliance with CCS and Victorian Kindergarten Funding requirements.

Administration Staff

Will:

- Process childcare payments accurately.
- Issue statements of fees charged.
- Maintain accurate financial records.
- Assist families with account enquiries.
- Maintain confidentiality of financial information.
- Report concerns regarding outstanding accounts to Centre Management.

Families

Will:

- Pay childcare fees by the nominated due date.
- Keep CCS information current.
- Review account statements regularly.
- Notify the service of changes that may affect CCS eligibility.
- Communicate with the service promptly if experiencing financial hardship.
- Maintain accurate contact and payment information.

Glen Iris child care and kindergarten in practice

At Glen Iris child care and kindergarten, we believe that transparent and consistent fee management supports positive relationships with families and contributes to the ongoing sustainability of our service.

Families receive clear information regarding fees, payment expectations and enrolment deposits before commencing at the service. Our administration team is available to answer questions, assist families to understand their Child Care Subsidy (CCS) entitlements and explain account statements.

We recognise that financial circumstances can change unexpectedly. Where families experience financial hardship, we encourage open and respectful communication so that appropriate support or payment arrangements can be considered. Our approach focuses on

collaboration, fairness and maintaining positive partnerships while ensuring the long-term viability of the service.

Financial records are maintained accurately and confidentially, and regular reviews of our fee management practices ensure they remain compliant with legislation and responsive to the needs of our service community.

CHILDREN'S VOICE IN ACTION

Although fee management is primarily an administrative process, decisions relating to financial sustainability directly support children's experiences within the service. Responsible financial management enables Glen Iris child care and kindergarten to:

- Maintain high-quality learning environments.
- Purchase engaging educational resources.
- Employ qualified and experienced educators.
- Maintain safe facilities and equipment.
- Provide meaningful experiences and learning opportunities that support children's development and wellbeing.

By maintaining a financially sustainable service, we ensure children continue to benefit from high-quality education and care.

EXCEEDING PRACTICE

Glen Iris child care and kindergarten goes beyond legislative requirements by promoting open, respectful and transparent communication with families regarding fees and financial matters.

Fee information is clearly explained during enrolment, families are kept informed of any changes well in advance, and our administration practices aim to minimise confusion through accurate statements and timely communication.

Where families experience financial hardship, we adopt a compassionate and individualised approach that balances the needs of families with the sustainability of the service. Continuous review of our financial systems supports effective governance, accountability and quality service delivery.

CONTINUOUS IMPROVEMENT

Glen Iris child care and kindergarten is committed to continually improving our fee management practices.
This policy will be reviewed through:

- Feedback from families.
- Feedback from educators and administration staff.
- Reviews of financial management procedures.
- Internal audits of fee administration processes.
- Changes to Child Care Subsidy (CCS) requirements.
- Changes to Victorian Kindergarten Funding requirements.
- Quality Improvement Plan goals.
- Changes to legislation and recognised best practice.

Continuous improvement ensures our financial practices remain transparent, fair, efficient and supportive of positive partnerships with families.

RELATED LEGISLATION

Education and Care Services National Law Act 2010

- **s.168** – Education and care service policies and procedures.
- **s.169** – Policies and procedures to be followed.

Education and Care Services National Regulations 2011

- **Reg. 168 –** Education and care service policies and procedures.
- **Reg. 169 –** Policies and procedures to be followed**.**

National Quality Standard
Quality Area 7 – Governance and Leadership

- **QA7.1.2 –** Systems are in place to manage risk and enable the effective management and operation of a quality service.
- **QA7.1.3 –** Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

Early Years Learning Framework (EYLF) V2.0
Principles

- Partnerships.
- Collaborative Leadership and Teamwork**.**

Victorian Child Safe Standards
This policy supports:
Standard 11 – Policies and procedures document how the organisation is safe for children and young people.

RELATED DOCUMENTS

This policy should be read in conjunction with:

- Enrolment and Orientation Policy
- Victorian Funded Kindergarten Program Policy
- Governance and Management Policy
- Privacy and Confidentiality Policy
- Complaints and Feedback Policy
- Record Keeping and Documentation Policy
- Kindergarten Fees Policy (GI-039)
- Fee Schedule
- Sibling Discount Information Sheet

SUPPORTING DOCUMENTS

The following documents support the implementation of this policy:

- Schedule of Fees
- Family Fee Agreement
- Enrolment Form
- Child Care Subsidy (CCS) enrolment records
- Statements of Fees Charged
- Payment receipts

- Victorian Kindergarten Funding records
- Financial hardship/payment arrangement records (where applicable)
- Qikkids financial reports
- Quality Improvement Plan
- Sibling Discount Information Sheet

EVIDENCE OF PRACTICE

Glen Iris child care and kindergarten demonstrates this policy through:

- Families receiving a current Schedule of Fees prior to enrolment.
- Signed enrolment and fee agreements.
- Accurate Statements of Fees Charged provided to families.
- Secure and confidential financial record keeping.
- Timely communication regarding fee changes.
- Accurate Child Care Subsidy and Victorian Kindergarten Funding administration.
- Consistent management of outstanding accounts.
- Respectful communication with families regarding financial matters.
- Regular review of fee management systems and procedures.
- Fee statements showing approved discounts.

REFLECTION & CONTINUOUS IMPROVEMENT

Critical reflection supports our commitment to maintaining transparent, fair and sustainable fee management practices.
Reflective questions include:

- Are families receiving clear and accurate information about fees before enrolment?
- Are our account statements easy for families to understand?
- Are payment processes efficient, consistent and respectful?
- How effectively are we supporting families experiencing financial hardship?
- Are our fee management practices fair and consistently applied?
- Are our financial systems meeting current legislative and funding requirements?
- What improvements could strengthen communication, transparency or efficiency?

Outcomes from these reflections inform policy reviews, administration practices, staff training and our Quality Improvement Plan.

VERSION HISTORY

Version	Date Approved	Approved By	Summary of Changes
1.0	July 2026	Centre Director	Initial policy developed as part of the Glen Iris child care and kindergarten Governance, Policy and Procedures Manual. Developed to align with the Education and Care Services National Law, National Regulations, National Quality Standard, EYLF V2.0 and Victorian Child Safe Standards.