



## Payment of Fees Policy

**Policy Number:** 27  
**Date Updated:** 23/12/25

### Rationale and Policy Considerations

The setting and payment of fees takes into account all requirements of the Education and Care Services National Regulations, Australian Tax Office, Privacy Act and the guidelines contained within the Australian Government Child Care Provider Handbook. All records held at LEL will be maintained in accordance with Confidentiality and Privacy Policy. LEL understands the importance of maintaining accurate fee statements and providing clear information to families on fee payment processes.

### Scope

This policy is for all clients of Lifestreamers Early Learning (LEL)

### Most relevant policies and procedures

- Enrolment and Orientation
- Delivery and Collection of Children
- Governance, Management, Records and Confidentiality
- Partnership and Communication with Parents

### Policy Statement

LEL aims to provide a quality education and care service at an affordable price to families eligible to attend under the Australian Government Priority of Access Guidelines. Fee levels will be set by the Approved Provider each year according to LEL's required income in order to provide a quality education and care service.

LEL relies on the regular payment of fees to provide a quality service for its families. Failure to pay fees when they are due, results in forced cost cutting and a decrease in the quality of services provided.

### Fee Schedule

0-3.3 years	Daily	7.00am – 6.00pm	\$147
3.3-5 years	Daily	7.00am – 6.00pm	\$137

Casual bookings for enrolled children attract a \$5 per day fee

### Policy Principles

#### Fees

- The fee schedule and fee payment policy will be fully explained to families during the enrolment process.
- Families will be given a minimum of 14 days' notice of any fee increase.
- Families pay for a place and may elect to book a full-time or part-time place. Families are required to pay fees on public holidays if the holiday falls on their normal day of care.
- Parents/guardians should contact LEL to advise of their child's inability to attend as soon as this is known. Fees will still be required on days the child would normally attend.
- Two weeks' notice (14 days), in writing, of cancellation of care must be given and fees will be charged up to this date. Childcare assistance will only be paid up to the last day of signed-in attendance, failure to attend up until the end of the two weeks, will incur full fees.

## Holidays

- Fees are payable on all booked days regardless of whether they attend or not. This includes sick days, school holidays, public holidays and family holidays.
- Holidays of more than two weeks are eligible for a discount as per following.
  - Up to two weeks - normal fees still to apply
  - More than two weeks of booked days - 80% of fees to be paid for whole holiday period
  - More than three weeks of booked days - 70% of fees to be paid for the whole holiday period
  - More than four weeks of booked days – 60% of fees to be paid for the whole holiday period
- Families wishing to take advantage of this will need to complete a Holiday Leave form which will authorise Lifestreamers Early Learning to charge your account over the holiday period to hold your position.
- Families who do not complete this form will be charged as per normal and marked as absent for the duration of the holiday.
- Families who chose to withdraw their children for the duration of their holiday, will only be re-enrolled if vacancies and staffing allows, as your child's place at Lifestreamers will be given to another family as required. This action will be your own decision to make and your own personal risk for future care.

## Child Care Subsidy

- LEL will comply with the Australian Government requirements to be an approved education and care service for the purposes of Child Care Subsidy (CCS). The on-line reporting requirements and any other requirements for claiming and administering CCS will be maintained by LEL.
- It is the parent/guardian's responsibility to complete and lodge their CCS application with Services Australia.
- CCS can only be paid for children who have met immunisation requirements.
- Families will only be eligible for CCS if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult and other eligibility requirements are met.
- Families are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally have attended on that day and fees have been charged.
- CCS will be paid directly to the child care service.
- When a child leaves the service, CCS payments from Centrelink will only be paid until the last day a child physically attends. Two weeks' notice is required for exiting the service, therefore, failure to attend on the last day/s will result in full fees being charged for those days.

## Overdue Fees

- Parents/guardians with overdue fees will be encouraged to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:
  - after two weeks overdue – a written reminder will be forwarded to the parent/guardian;
  - after three weeks overdue – an email will be sent advising that the place may be cancelled, the email will include a reminder that parents/guardians are encouraged to discuss payment difficulties and make suitable arrangements to pay with the nominated supervisor/coordinator;
  - after four weeks overdue – if overdue fees are not up to date, the place will be cancelled and family will be notified.
  - outstanding fees will be required to be paid, or a payment plan set up within four weeks of leaving the centre
  - unpaid fees will be sent to a debt collection agency after four weeks. All fees and charges associated with the collection of fees will be added to the original debt.

## Late Collection Fees

- Children who are collected after 6.00pm will be charged a fee to cover overtime rates for the educators who have had to stay later than their shift.
- The fee will be \$25 for each 15 minutes or part thereof.

### Account Procedure and Payment

- Accounts are emailed out each week for the coming week. It is only an estimate as your fees are sent electronically to the Child Care Subsidy System for reconciliation at the end of each week. Any recalculations of your fees will then be automatically adjusted to your account either in advance or in arrears.
- All fees are paid by Direct Debit each Thursday.
- LEL reserves the right to cancel care if fees are outstanding.
- Full fees are payable until CCS or ACCS (Additional Child Care Subsidy) has been processed. Credit balances once these have been paid will be kept in the account as a credit.
- Outstanding fees need to be paid within four weeks of leaving the centre. All fees, commissions, charges and legal fees accrued in the collection of any debts will be added to the initial account.

### Direct Debit

- Direct debit is set up on enrolment and is included in the enrolment process.
- All fees associated with Direct Debit are passed on to the family.
- Nominated accounts will only be debited the amount owing on the selected date. This is not a set amount and will reflect usage over the nominated period.

### Related Legislation and Documents

- **Education and Care Services National Law (WA) Act 2012**
- **Education and Care Services National Regulations (WA) 2012**
- **Child Care Provider Handbook 2024**
- **Guidelines on child care fee payments (Child Care Provider Handbook) Privacy Act 1988 (Cth.)**
- **A New Tax System (Family Assistance) (Administration) Act 1999**

### Document History

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