



## Cheltenham Community Centre Early Learning Childcare

### E7. Fees

#### 1. Policy

- 1.1 Income from fees are required to meet the costs incurred by Cheltenham Community Centre (CCC) Children's Services in the delivery of the children's program.
- 1.2 Children's Services is committed to consistent, efficient and fair payment and collection of fees. Particularly, we seek to:
  - a. Keep our fees as low as possible while still maintaining quality programs and regular Early Childhood Educators with whom each child can build established relationships
  - b. Provide a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
  - c. Reduce financial barriers for families wishing to access an early childhood program for their child/children
  - d. Provide a system to collect fees that is user friendly
  - e. Maintain confidentiality in relation to the financial circumstances of parents/guardians
  - f. Advise service users about government support and fees to be paid by parents/guardians.
- 1.3 This policy applies to the Approved Provider, Nominated Supervisor, Early Childhood Educators, staff and parents/guardians who wish to enrol or have already enrolled at CCC.
- 1.4 In order to assess whether the values and purposes of this policy have been achieved, we will:
  - a. Welcome feedback from everyone affected by this policy regarding its effectiveness
  - b. Monitor the implementations, compliance, complaints and incidents in relation to this policy
  - c. Keep the policy up to date with current legislation, research, policy and best practice
  - d. Revise the policy and procedures as part of the service's policy review cycle, or as required, and
  - e. Notify parents/guardians as least 14 days before making any changes to this policy or its procedures.

#### Procedure

- 2.1 Fee rates are determined as part of the CCC budget cycle and calculated to cover the cost of staff wages, educational resources and material requirements. These fee rates will be made available to families in our handbook and online.
- 2.2 At CCC Early Learning Childcare, fees are collected in-house. Families can choose from the following payment options:
  - Bank transfer
  - Square payment (a surcharge applies)
  - Cash at receptionPayment details will be provided during the enrolment process.
- 2.3 Parents can always access their parent statements by logging into the parent Xplor Home app, or by logging into [home.myxplor.com](http://home.myxplor.com).

- 2.4 If fees are not paid within a reasonable time frame families will not be able to access the service until fees are settled through either a late payment or an agreed payment plan developed in discussion with the Administration Coordinator (email: [admin@chelt.com.au](mailto:admin@chelt.com.au)). While fees remain unpaid, the unpaid position in the program may be offered to another family.
- 2.5 If payment plans are required these will be developed in consultation between the Administration and the Early Years Coordinator.
- 2.6 If your child is absent from care full fees must be paid. Make-up sessions may be available in Family Grouping and Pre-Kinder programs (refer to Conditions of attending make up session policy).
- 2.7 In the event an excursion or outing has been planned (being developmentally appropriate and fitting within the planned education and care program) there may be a cost incurred by the family. The cost involved and details of any excursion will be outlined in a permission form sent to families.
- 2.8 For the occasional care, pre-kinder and three-year-old activity group programs a late fee of \$10.00 per 5 minutes (per family) may be charged when children are not collected promptly at the end of the session
- 2.9 Queries about payments made, sessions for which families have been charged, and/or collection of fees should be referred to Early Years Coordinator, by emailing [childcare@chelt.com.au](mailto:childcare@chelt.com.au)

## Background and Legislation

- 3.1 The Victorian Department of Education and Training (DET) requires that services have a comprehensive written fees policy in place, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged, as required under Regulation 168(2)(n), and the payment process. All families must be informed of applicable fees at the time of enrolment.
- 3.2 Relevant legislation and standards include but are not limited to:
  - *Charter of Human Rights and Responsibilities 2006 (Vic)*
  - *Child Wellbeing and Safety Act 2005 (Vic)*
  - *Disability Discrimination Act 1992 (Cth)*
  - *Education and Care Services National Law Act 2010*
  - *Education and Care Services National Regulations 2011: Regulation 168(2)(n)*
  - *Equal Opportunity Act 1995 (Vic)*
  - *National Quality Standard, Quality Area 7: Leadership and Service Management Standard 7.3: Administrative systems enable the effective management of a quality service*
- 3.3 The most current amendments to listed legislation can be found at:
  - Victorian Legislation – Victorian Law Today: <http://www.legislation.vic.gov.au/>
  - Commonwealth Legislation - Federal Register of Legislation: <https://www.legislation.gov.au>

## Definitions and additional information

- 4.1 **Approved care:** Care given by a service provider that has been approved by the Family Assistance Office to receive Child Care Subsidy payments on behalf of eligible families. Details are available at: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
- 4.2 **Child Care Benefit (CCS):** A Commonwealth Government payment to help families who use either approved or registered childcare services. All eligible families can receive some Child Care Subsidy. Details are available at: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
- 4.3 **Excursion or outing charge:** An additional charge required to meet the cost of special events or excursions that occur in response to emerging children’s program needs. Events that are planned and are included as an expenditure item in the service’s budget do not incur this additional charge.
- 4.4 **Fees:** A charge for a place within a program at the service.
- 4.5 **Late fee charge:** A charge that may be imposed by the Approved Provider when parents/guardians are late
- 4.6 **Xplor:** “Xplor is a software (SaaS) company Headquartered in Melbourne, Australia and expanding to the UK in 2019. Xplor has revolutionised the day-to-day operations of childcare centres - by automating administration to make it possible for educators and parents to focus on a child’s education.” See <https://www.ourxplor.com/parent/>
- 4.7 Related Children’s Services policies include:
- Enrolment and Orientation
  - Confidentiality policy and Guidelines
  - Excursions and Incursions
  - Conditions of enrolment fees and deposits
  - Conditions of attending make up sessions

#### Revision History

Date	Revision	Revised by
10/10/2013	Created	Tammy Rowed
24/08/2020	Updated	Leanne Lee-Ack
30/08/2020	Reviewed for consistency with CCC Policy & Procedure Manual	Catriona O’Neill
14/12/2024	Reviewed & updated	Leanne Lee-Ack
29/08/2025	Reviewed and updated	Leanne Lee-Ack