



P7-08: Fees Policy

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 202).

Quality early education and care provides the foundation for children's development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, and compliance with the NSW Affordable Preschool initiative and Start Strong funding agreements.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
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 LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration [NSW]
111	Administrative space
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents



184	Storage of records after service approval transferred
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RELATED LEGISLATION

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

RELATED POLICIES

Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises	Privacy and Confidentiality Policy Enrolment & Priority of Access Policy Governance Policy
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PURPOSE

For families to gain a clear understanding of the Service fee structure, payment requirements and funding benefits prior to enrolment. This policy explains process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

SCOPE

This policy applies to children, families, staff, management, Approved Provider, Nominated Supervisor, and visitors of the Service.

IMPLEMENTATION

Our Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all applicable funding conditions. We have effective compliance systems in place to ensure funding is administered appropriately. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family. We are committed to ensuring that children's safety, rights and best interests are the paramount consideration in all decisions, actions and practices including those relating to the payment of fees, recognising the importance of continuity of education and care for all children.



Our fee structure includes:

Enrolment Levy

- For all 2027 enrolments, a non-refundable enrolment levy of \$180.00 will be payable to secure a child's enrolment. A payment plan can be arranged to secure an enrolment for families facing financial difficulty.
- For all 2027 enrolments, if more than one child from the same family (sibling) is enrolling in the same year, the fee shall be \$180 for the first child and \$150 for the second child and any subsequent children.
- The non-refundable enrolment levy will remain at \$160 for all 2026 enrolments, and \$120 for second and subsequent children.
- The Enrolment Levy covers cost of enrolment processing and funds all excursions, maintenance contributions for the Preschools and the Association Membership fee.
- For children who attend for a second year of Preschool, payment of a new non-refundable Enrolment Levy will be required within one month of receiving confirmation of their enrolment.

General Fees

- QDPA is a not-for-profit community organisation. The Association strives to keep fees as low as possible to make preschool accessible for all families in the community.
- Fees are reviewed by the Management Committee in Term 4 for the following year.
- Preschool fees are charged per child at either:
 - a 'non-Equity' rate - a standard Program Session fee rate,
 - or a lower 'Equity' rate - for Indigenous or Health Care Card holders (health care or pension cards must be provided and show the name of the child enrolling on the card for this to apply for health care card holders). Further information regarding Equity Rate is available under section heading "Equity Subsidy" within this policy.
- Current fees and levies are outlined upon enrolment and advised to families via email parent communication.
- Fees are charged for each enrolled session of Preschool, regardless of whether the child attends or not.
- Fees are charged for NSW public holidays
- Fees are not charged for school holiday closure periods.
- Families are required to pay the difference between the fee charged and the fee relief amount, where applicable (based on the NSW Department of Education's Start Strong initiative).
- Fees must be kept in advance of a child's attendance.
- Invoices and transaction summaries are available in your OWNA app.
- Fees are to be paid fortnightly through a direct debit system through OWNA.



Payment of fees

- Families must pay their preschool fees using the Service's direct debit system within OWNA. The family is required to provide banking details to facilitate set up of the direct debit account within their app.
- Fees and charges associated with direct debit system are outlined as follows:
 - Direct Debit from Bank Accounts - \$0.75 per Direct Debit (QDPA will absorb these fees)
 - Credit Card payments from Parents - 1.75% of the transaction (payable by the family and charged at the time of the transaction)
 - Failed payments on Direct Debit - \$2.50 per transaction (payable by the family and debited on the subsequent transaction run)
 - AMEX is not accepted
- Program session fees are required in order to pay preschool operating costs; therefore, fees need to be paid during any absences including sickness and holidays which are taken during school terms.
- All fees are charged and payable on a fortnightly basis (one week in arrears + one week in advance).
- It is possible to pay for a whole term/year of fees upfront, via direct debit, direct deposit, over the phone or at the Association office, if payment is made in the first two weeks of each term.

Absences from Service

- Families are requested to mark their child's absence in the OWNA app for any non-attendance.
- Alternatively, if this is unable to be done, families are requested to contact their Preschool if their child is unable to attend a particular session as soon as possible.
- Children will be automatically marked absent in OWNA after 30 minutes of the class commencing. This can be reverted after seeing a member of staff upon arrival.

Financial Difficulties

- Fees are required in order to pay preschool operating costs and are therefore due as invoiced.
- In cases of financial hardship, family crisis or where there is a concern over the wellbeing of a child, the QDPA Executive Officer, may at their discretion, reduce fees from the Fee Assistance/Relief Fund where available within the Association's budget.
- These matters will be kept highly confidential and discussed only with the persons concerned.



Debt Recovery Procedure

- If payments are declined during direct debit bank transaction and no payment is received by the due date each fortnight, a reminder notice will be issued via email to the address on record and/or placed in children's pigeonholes at their preschool.
- If payment is declined on a second or subsequent occasion and/or the account falls 4 weeks behind in payments, and no contact is made to arrange a suitable alternate solution, the child's place will automatically be withdrawn and given to another child on the QDPA waiting list.
- Failure to pay the outstanding account within 30 days after the child's place is withdrawn; the account will be forwarded to our solicitor for further debt collection and appropriate legal action will commence where practicable. Any legal and debt collection fees will be payable by the family.
- If application is made for a child or subsequent child from the same family to continue the following year, their enrolment will not be confirmed until all outstanding fees are paid in full.
- In addition, if a parent attempts to enrol a child in the future, that enrolment will not be accepted until all outstanding QDPA amounts are paid.

Late Fees

- QDPA is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- A warning email will be issued on the first occasion where children are not collected within ten minutes of the conclusion of their class time.
- Late fees will apply for all subsequent occasions where children are not picked up promptly at the conclusion of their class time.
- A fee of \$15.00 per 5 minutes block or part thereof may be incurred by the family.
- A review of the child's enrolment will occur where families are consistently late with fee payment or with the collection of their child.

Late Collection Procedure:

- 5–9 minutes late (first occasion):

The educator will have a brief conversation with the parent/carer to remind them of our late collection policy and applicable late fees. The educator will notify the Director, who will keep an internal record, and a warning will be provided.



- 5 + minutes or more late:

The educator must notify the Director. The Director will pass this to Admin for the late fee to be applied and a confirmation email to be sent to the parent.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families.

Ceasing Enrolment

- Families are to provide four weeks written notice of their intention to withdraw a child from their Preschool.
- Written notice must be provided directly to admin@qdpa.com.au to be processed accurately. Notice periods will commence from the first preschool operational date QDPA Administration has received the written notice (e.g. closure periods will not count towards the notice period).
- Any remaining enrolment levy charges for families engaged in a payment plan, will be payable within the notice period if still outstanding.

Second year of Preschool

- Families of children who are returning for their second year of preschool may request a change of Preschool within the Association or classroom within their current Preschool prior to the commencement of the enrolments season however there is no guarantee of acquisition to this request.
- Families of children who are returning for a second year, will be required to advise their intention for the child to return for a second year in writing to the Administration Team to admin@qdpa.com.au who will endeavour to assist with preferences. This notice must be provided to the Association office by 30 July in the first year of attendance.

Equity Subsidy

- Aboriginal and Torres Strait Islander families, families who hold a current Health Care Card or equivalent from Centre Link or families that have 785 and 786 visas (humanitarian or protection visas) and have a gross household income of less than \$60,000 per annum may be eligible for reduced equity fees or fee support.
- Proof will be required by providing a copy of a current Health Care/Pension Concession Card, visas, or documentation on annual income with a pay slip or Australian Taxation Office Notice of Assessment.
- Copies of the parent/guardian Health Care/Pension Concession Cards and proof of annual income are



to be uploaded by the Administration Officer to OWNA under the child's documentation. This is a requirement of our funding body, and no subsidy can be made available unless these requirements are adhered to.

- Children with identified Early Intervention needs when enrolling will be eligible for Equity Rates.
- This information is confidential, and details are not to be discussed.
- Economic subsidy relief cannot be backdated to previous school terms.

Responsibility of Management

The Executive Officer is responsible for:

- ensuring that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- ensuring that children's safety, rights and best interests are the paramount consideration of all QDPA decisions and practices
- setting fees for children to enrol at QDPA
- ensuring all families are aware of our *Fees Policy and the policy is readily accessible for families*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- terminating enrolment of children should fees not be paid.
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected.

The Administration Officer is responsible for:

- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- discussing financial hardship considerations and payment plans with families, when necessary
- discussing fee payment with families if required

Responsibility of Families

- Provide the Service with the correct and accurate enrolment information.
- Ensure the direct debit agreement is completed within the enrolment form in OWNA for fee payments.
- Ensure payment of fees as per policy.
- Ensure termination of enrolment processes are followed as per policy.



Third Party Payments

- Where an agreement has been made between an employer or charity to assist in the contribution of fees, the family is responsible for ensuring that all documentation regarding the arrangement is provided to the Association to facilitate the payment of fees.
- The Association will record all documentation regarding any third-party payments.
- If payment is not made by the third party in line with the policy for payment of fees, the family will be responsible for the payment of fees.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management, and notification of any change to policies will be made to families within 14 days.

SOURCE

Australian Children's Education & Care Quality Authority. (2026). [Guide to the National Quality Framework](#)
Australian Children's Education & Care Quality Authority. (2026). [Payment of service fees and provision of a statement of fees charged by the service Policy and procedure guidelines](#)
Australian Government Department of Education [Child care discount for early childhood workforce](#)
Australian Government Department of Education. (2026). [Child Care Provider Handbook](#)
Australian Government Department of Education [Early Childhood and Care](#)
Australian Government Department of Education (2024). [Help in an emergency](#)
[Children \(Education and Care Services\) National Law \(NSW\) \(NSW services only\)](#)
[Education and Care Services National Law Act 2010](#)
[Education and Care Services National Regulations 2011](#)

REVIEW

Version Control	Date	Author	Description of Change
1.0	2018	QDPA	Original document
2.0	2019	QDPA	Scheduled Policy Review and update
3.0	2020	QDPA	Scheduled Policy Review and update
4.0	Feb 2021	QDPA	• Document reviewed with change in leadership team in 2021. Additional related regulations & NQS references added. • Version control and description box added to clarify reviewed items/new inclusions. • Format change to include policy statement, purpose, scope and implementation, addition of footers and page numbering and general layout changes.



			• Clarification of information regarding Advanced Fee Payments added. • Clarification of notice period requirements added. • Re-ordering of information to ensure clarity. • Additional detail added to all sections for clarity. • Amended reference of KidXap to Xap to reflect name change with upgrade.
5.0	July 2022	QDPA	• Amended to reflect changes to enrolment levy. • Reference to NSW Government COVID based fee subsidy arrangements added to General Fees section. • Correction of reference to childcare management system software used.
6.0	February 2023	QDPA	• Inclusion of OWINA direct debiting • Clarification of notice of termination processes • Removal of COVID fee subsidy arrangements • Checked sources
7.0	December 2023	QDPA	• Late fee amended with increased fee. • Transaction fees amended with increased fees from OWINA/Fat Zebra • Enrolment levy amended to non-refundable. • Four weeks' notice required in Dec/Jan for cancellation of enrolment
8.0	May 2024	QDPA	• Direct debit as only method of payment for fortnightly fee payments
9.0	July 2024	QDPA	• Four weeks' notice period extended to November - February
10.0	August 2025	QDPA	• Four weeks' notice period required at all times • Enrolment levy increase from 1 January 2027 • Warning issued on first occasion of being late, late fee charged on subsequent late collection
11.0	May 2026	QDPA	• annual policy review • added legislative changes to include paramount consideration • Clarity around increase to enrolment levy commencement • AMEX removed as a payment method • Notice period for termination of enrolment updated • sources updated as required