



Fees Procedure

Contents

1. Purpose.....	2
2. Procedures.....	2
2.1 Fees and Payment	2
2.2 Direct Debits	3
2.2 Enrolment Levy	3
2.3 Bond.....	4
2.4 Notice Periods.....	4
2.5 Enrolment Patterns	4
2.6 Child Care Subsidy.....	5
2.7 Start Strong Funding for Long Day Care	5
2.8 Late Fees	6
2.10 UTS Staff and Student Subsidies.....	6
3. Legislation and Standards	6
4. Related Documents.....	7
5. References	7
6. Definitions.....	7
7. Document Governance.....	7
8. Version History	7

1. Purpose

Fees facilitate the ongoing financial sustainability of UTS Child Care. UTS Child Care aims to keep fees equitable and affordable for families. Fees are structured according to community needs and consider operational requirements to remain financially sustainable and meet responsibilities to funding bodies. These procedures relate to the procedural requirements of fees and payment.

2. Procedures

2.1 Fees and Payment

- The Director will provide families with fee procedure during the enrolment process.
- Families are required to comply with all policies and procedures relating to fee payments. Failure to do so may result in the child's enrolment at the service being cancelled.
- Fees are reviewed at least annually on completion of an annual budget and according to the service's required income to provide an affordable, quality service.
- Parents/guardians will be notified in writing at least 14 days before making any change to a policy or procedure that would affect the fees charged or the way in which fees are collected.
- Fees are charged for all days that children are booked. Fees are payable for absences, such as for illness or family holidays. Fees are not charged when the service is closed, that is, staff development days and Christmas closure.
- Fees are charged per day/ session, regardless of the actual hours attended.
- Families are responsible for their child's full fees not including Child Care Subsidy.
- Where approved by the Director, additional/extra days will be charged as extra in the week of care. No additional days will be approved where fees are in arrears.
- Fees are payable as agreed on the enrolment form. Where two parents/guardians are charged for sessions under that arrangement, two enrolments will be created for the days that parent/guardian is responsible for the fees. Where payment is to be made by a non-signatory to the enrolment form, a signed agreement in writing is required by the agreed party before commencement.
- Parents/guardians should contact the service to advise their child's inability to attend as soon as this is known. Fees will still be required on days the child would normally attend.
- Fees must be paid by Direct Debit and arranged prior to the child commencing care. Other non-fee payments may be made through Electronic Funds transfer (EFT). We do not accept any cash payments.
- Fees are paid fortnightly in arrears. This is so that determination for Child Care Subsidy is made by Centrelink based on the information provided by the family and the correct rate can be charged.
- When families cease care and provide the required notice in writing, a statement of fees will be provided estimating the fees owing based on attendance until the last day of their notice period. Families need to settle the amount owing by EFT prior to finishing care. The bond will

be refunded after adjustments, if any, are made Child Care Subsidy based on actual attendances.

- If fee payments fall into arrears beyond the regular billing cycle families will be asked to make a payment to bring fees up-to-date immediately. Families who are more than two weeks in arrears beyond the regular billing cycle will have their position terminated unless they have shown cause and taken the action as outlined in this procedure.
- Families experiencing severe financial hardship making fee payment temporarily difficult should make an appointment to speak to the Service Director who may be able to refer the family to Centrelink to access Additional Child Care Subsidy or arrange a short-term payment plan with UTSCC.
- A replacement fee will be charged if an access swipe card (Blackfriars Children's Centre) is lost.

2.2 Direct Debits

- Written authority is required for direct debits to commence and must be made on the appropriate form which is available from your service Administrator.
- Unless prior notice is provided, Direct Debits will occur fortnightly on a Friday, for the previous two weeks care.
- Any changes to bank account details must be provided at least one week in advance of the next direct debit.
- The direct debit immediately prior to the Christmas closure period at the end of the year may include additional fees in order to bring all families accounts up to date. UTSCC does not carry any fees owing into the following year. Notice of this arrangement will be provided in early December each year.
- It is the responsibility of the family to ensure that sufficient funds are available and that the correct bank account details are provided to ensure that fees are processed smoothly each fortnight. Any charge or fee incurred as a result of insufficient funds being available will be the responsibility of the parent.
- Families will be contacted if their direct debit was unsuccessful, payment via bank transfer or EFTPOS will be required to ensure fees are not in arrears.
- Continued Direct Debit bounces will place a child's position in jeopardy. Following the third occasion of a Direct Debit bounce in a calendar year an administration fee for each bounce thereafter will be charged to the family's account. In the event of financial hardship, families are encouraged to speak to the Service Director.

2.3 Enrolment Levy

- When a position is offered, a non-refundable enrolment levy is charged and must be paid within five days of receiving the offer, or the position will be offered to another family.

2.4 Bond

- When a place is offered, a bond equal to two weeks full fees is required to secure the enrolment.
 - The bond amount is determined at the applicable attendance pattern, and no Child Care Subsidy being applied.
- The bond will not be refunded if the child does not commence at the service on the agreed date or if the family has not provided notice as per section 2.4 *Notice Periods*.
- Where an increase in attendance pattern, the increased bond payment due must be paid prior to the commencement of such changes.
- In the event of a fee increase, families will be notified if an adjustment to their bond payment is required to ensure it remains equivalent to two weeks of their full fees. Where a bond refund is due to the family, because of reduction in days attending or a reduction in daily fees, families may request a refund. If a family chooses not to request the refund at this stage, the full bond will continue to be held by UTSCC until the enrolment ceases.
- The bond will be held by UTSCC until the child leaves the service and is fully refundable once the child leaves care provided that all fees are paid up to date and the required notice in writing has been provided to the service prior to the child leaving. The service will provide a written notice detailing the bond held by UTSCC and request the family to complete the refund form instructing UTSCC to either apply the bond to the final two weeks fees or refund it if fees have been paid.
- If the service does not receive a Bond Refund Form within 6 months of care ceasing, the bond will be treated as a donation to UTSCC.

2.5 Notice Periods

- Any change to the number of days or termination of a regular enrolment is subject to notice periods in writing.
- Four weeks' full attendance notice in writing is required for any changes to or termination of enrolments. Fees will be charged for the following four weeks full attendance after notice is given, up to and including the Friday.
- Service closure periods do not count towards notice periods. The notice must include the final day that the child would ordinarily attend in a week.
- UTS Students who experience unexpected timetable changes after confirmation of their enrolment pattern for the semester which are out of their control are able to seek a review of the required notice period by contacting the director and providing evidence of the late change.

2.6 Enrolment Patterns

- Families will be offered a position in the centre throughout the year as vacancies occur. Attendance patterns may be for between two and five days, Monday to Friday. One day bookings are not provided. The general attendance pattern will be consecutive days including a Monday or a Friday.
- Once accepted and confirmed by the centre, enrolment patterns and attendance days are fixed and can only be changed by adhering to the notice periods outlined in this policy. Ad-hoc

swapping or make-up days are not permitted.

- Where vacancies exist at a service, occasional bookings for additional days may be accepted for children already enrolled in a UTS service but will only be approved if fees are not in arrears.
- Toward the end of each year, the service will confirm enrolments for the following year and provide a timeframe for currently enrolled families to make any changes to their existing enrolment pattern. Any changes made by currently enrolled families—such as dropping or changing days or terminating care that occurs after enrolment confirmation date will incur an administration levy per child and will only be granted based on availability.

2.7 Child Care Subsidy

- Parents/guardians may be eligible for Child Care Subsidy (CCS). Information is available from <https://www.mychild.gov.au/childcare-information> <https://www.humanservices.gov.au/>
- The person responsible for paying fees is to advise their Customer Reference Number (CRN), date of birth, and their child's Customer reference number (CRN) and date of birth.
- Full fees are charged if CCS eligibility has not been confirmed if a family's eligibility has changed.
- Families with a confirmed Complying Written Agreement (CWA) will receive fee reductions as notified through the Child Care Subsidy System (CCSS). These reductions will be applied within 14 days of processing.
- Child Care Subsidy is not applied to fees charged to reserve a place for a child who has not yet started care. CCS will only be paid once the child physically attends a session of care. CCS does not apply after a child has ceased care. If a family confirms their child's last day at the service but the child does not attend their final booked sessions, no CCS will be paid for any days after the child's last physical.
- A final statement is sent to families after their child has ceased care, detailing any outstanding fees or adjustments.

2.8 Start Strong Funding for Long Day Care

- The NSW Department of Education is providing fee relief for families through Start Strong Funding. This funding is part of the NSW Department of Education's [Early Years Commitment](#).
- To be eligible for Start Strong Funding, your child must:

- Be at least 3 years old before 31st July or.
- Turn 4 years old on, or before 31 July in the year before they are due to start school.
- If a child is attending more than one Early Learning service (either long day care or preschool), families are required to select which service they would like their start strong funding to be applied.
- All eligible families will receive a Fee Relief Declaration letter each year, where families will be informed that they are eligible for start strong funding and they can nominate if they wish for their start strong funding to be applied at UTSCC or another service.
- Families who have requested their funding to be applied at UTSCC will see the funding applied to their fortnightly invoice. For Start Strong Funding amounts see the [NSW Education website](#).
- Funding amount is per year, per child. The funding amount that the child is eligible for will be applied across their weekly fees for 50 weeks.

2.9 Late Fees

- Late fees will be incurred if families are late collecting their child from the service. Two staff are required to remain at the service until all children have been collected. Late fees are determined on the basis of recovering staff overtime and costs. Families will be invoiced for all instances of late fee payment although some discretion may be exercised by the Director in an emergency situation.
- If a family has more than one child at the service, a single late fee will be charged.

2.10 UTS Staff and Students Subsidies

UTS provides UTSCC a grant to subsidise fees for the UTS staff and students that have children enrolled at UTSCC.

- UTS Staff must provide confirmation of their staff status in writing via their UTS staff email address each semester. Staff on casual contracts will need to provide a copy with the applicable dates.
- UTS Students must provide a copy of their current UTS Student card together with evidence of their current semester enrolment pattern at the beginning and again dated after the UTS census date each semester. UTS research students will need to provide their current UTS Student card and a current semester enrolment advice outlining their Expected Work Submission date.
- It is the responsibility of the family receiving these subsidies to advise their Service Administrator or Director of any change in circumstances relating to their status as UTS staff or student as soon as it is known, so the fee rate and the bond may be adjusted. In the event that the centre is not made aware until some later date, the fee adjustment will be.

backdated to the date the change in status occurred and the family will be responsible for payment of backdated fees. Where a family fails to advise a change in status and UTSCC is made aware through other means this will be considered a serious breach of the policy, families will be asked to show cause as to why the position should not be terminated.

- Students who have completed their course requirements by December and anticipate graduating may access Student Subsidy up until the date the service closes for the year. Students who have completed their course requirements by July and anticipate graduating may access Student Subsidy up until the conclusion of the Autumn Semester Examination Period. Research students may access the Student Subsidy until the end of the semester in which their Expected Work Submission (EWS) date falls.
- In addition, low-income students (those on 85% CCS rate) or international students whose income would otherwise entitle them to 85% CCS may wish to make application for the Low-Income Student Subsidy provided by UTS. Families should ask the Centre Administrator or Centre Director for an application form if they feel that they may be eligible. It is important that LISS applications are received prior to commencement of every semester as the subsidy will not be backdated.

3 Legislation and Standards

- A New Tax System (Family Assistance) Act 1999
- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017
- Education and Care Services National Regulations 168(2)(n), 172 (2)
- National Quality Standard QA 7

4 Related Documents

- Enrolment and Orientation Policy and Procedure
- UTSCC Family Handbook


5 References

- Child Care Information for Service Providers - <https://www.education.gov.au/child-care-information-service-providers>
- Information for Families- <https://www.humanservices.gov.au/>
- Family Assistance Law - <https://www.education.gov.au/family-assistance-law>
- Education and Care Service National Law 2010
- Education and Care Services National Regulation

6 Definitions

Term	Definition
Child Care Subsidy (CCS)	The payment made by Government to assist families with the costs of childcare. It is paid directly to the service and passed on to families as a fee reduction.

7 Document Governance

Publication date	January 2025	Review date	July 2026
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Responsible Person	Melissa Woodhouse- Head of Child Care		
Approver Name	Melissa Woodhouse	Title	Head of Child Care (CEO)
Signature		Date	23/01/2025

8 Version History

Version	Changes	Reviewed by	Date
V1.0	New Procedure	Operations Manager	December 2022
V2.0	Added Start Strong Funding	Operations Manager	December 2022
V3.0	Rewording to clarify. Removed reference to obsolete processes	CEO	January 2025