

Payment of Fees Policy



Policy Relevant to:	Long Day Care, Outside School Hours Care services and Vacation Care programs. Team members and families
Last Reviewed:	June 2026
Next Review:	June 2027
Parent Policy:	Revenue and Recognition Policy POLG0015
ECS National Law:	S172
ECS National Regulation:	r111, r168, r170, r171, r172
NQS:	7.1, 7.1.2, 7.1.3
Related Legislation:	Child Care Subsidy Secretary's Rules 2017 Family Law Act 1975 Child Care Subsidy Minister's Rules 2017 A New Tax System (Family Assistance) Act 1999 Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook

Purpose

For parents to gain a clear understanding of the Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring that fees are paid on time, and the consequences for failure to pay fees on time.

Implementation

Adventure Patch 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 meeting our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Adventure Patch ensures the confidentiality and privacy of all personal information provided to our services about the enrolled child and family.

Authorisation of Fee Schedule

The schedule of fees is authorised by the Board of Directors as part of the budgeting process. These fees are reviewed at least annually and communicated to families when they are updated.

General Fees

- Fees are charged for each session of care
- CCS (Child Care Subsidy) is paid directly to Adventure Patch, and this is used as a fee reduction (visible on a family's statement).
- Families are required to pay the difference between the fee charged and the subsidy amount - the 'gap fee' amount.
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT).
- Families can access their account at any time from the XPLORE website <https://web.myxplor.com>, or by using the Xplor Home application (the Xplor app) on their personal device
- Fees are payable for all booked sessions, including permanent and casual bookings, whether or not the child attends. Fees continue to apply during student-free days, illness, and family holidays, but do not apply when Adventure Patch is closed. Services may be required to close due to local emergencies, including bushfires, floods, or pandemics.
- If a session of care falls on a public holiday, families are not required to pay fees.
- Fees are charged for full sessions only (regardless of the actual attendance hours on any day)
- Families are requested to contact the Service via the Xplor app if their child is unable to attend a particular session.
- Casual days may be offered to families if available within the Service's license and a casual fee will apply.
- The current fee schedule is available via the Adventure Patch website <https://adventurepatch.org.au/fees/>

Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their individual myGov account. This is linked to Centrelink. Families may need to provide relevant documentation to support this request.
The requirements that must be satisfied for an individual to be eligible to receive CCS include:
 - The child must:
 - Be a 'Family Tax Benefit child' or 'regular care child'
 - Be 13 or under and not attending secondary school
 - Meet immunisation requirements.
 - The person claiming the CCS or their partner must:
 - Meet residency requirements
 - Be liable to pay for care provided under a complying written arrangement (CWA) (their written agreement) with their childcare provider.
 - Childcare must be provided by an approved provider.
- The level of CCS will be determined by:
 - Combined family income
 - Activity test of parents
 - Type of early learning and childcare service
- CCS will be provided directly to the service, and this amount will be deducted from the parent/family account.

- Families must regularly check that their details are correct, and report any changes in circumstances to Services Australia (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Services Australia directly for any enquiries regarding CCS payments.
- Discounts will only be offered as outlined in the CCS Handbook.

Payment of Fees

- Families are required to pay fees using the Service's direct debit system. The family is required to provide banking details to facilitate setup of the direct debit account.
- Any request to change the frequency of these payments are to be made in writing via email to finance@adventurepatch.org.au
- Fees and charges associated with the direct debit system are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.
 - This fee is managed by the Direct Debit provider. Adventure Patch does not receive this fee, and as a result, is unable to refund this fee.
- A monthly overdue account fee will be charged to each account that remains unpaid at the due date.
- Families will be issued with a Statement of Entitlement on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts.
- The Statement of Entitlement is generated using our CCS Software, which meets all requirements as per Family Assistance Law legislation.

Absences from Service

- Families are requested to contact their Adventure Patch service if their child is unable to attend a particular session, through the Xplor app.
- Families are required to pay the 'gap' fee to Adventure Patch if their child is unable to attend
- All absences are charged at the full rate, however a 25% discount on fees is available for planned absences where 14 days' notice in advance has been provided in writing to enrolments or via the Xplor app.
- Under the CCS, families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See Child Care Subsidy Handbook)
- Allowable absences can be taken for any reason. Families do not have to provide evidence.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law.
- Records and evidence will be kept by the Service for each additional absence, where required.
- Families can view their absence count through their Centrelink online account via myGov.

- In a period of local emergency, such as a bushfire or pandemic, and our Service is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of Adventure Patch.
- Families can apply for Additional Child Care Subsidy (ACCS) through Services Australia for additional fee assistance if they are experiencing temporary financial hardship.
- There are four different payments under Additional CCS:
 - **Additional CCS** (child wellbeing)—to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support, who are at risk of harm
 - **Additional CCS** (grandparent)—to help grandparents on income support who are the principal caregivers of their grandchildren. Families are required to contact Centrelink directly regarding this payment.
 - **Additional CCS** (temporary financial hardship)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment.
 - **Additional CCS** (transition to work)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment.

Debt Recovery Procedure

- If a family fails to pay the required fees on time, a reminder will be issued after one week and then again after two weeks if the fees are still outstanding.
- A letter will be sent after the third week requesting immediate payment
- At any time in the debt recovery process, the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written agreement will be made outlining the repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments, as well as steps that will be taken if the repayment plan is not adhered to.
- A child's position may be terminated if payment has not been made after **four weeks**, after which the family will receive a final letter terminating the child's position.
- Adventure Patch reserves its right to initiate its debt collection process at any time after this, following privacy and conditional requirements. This may include a referral to an external debt collection agency.

Late / Search Fee

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time.
- The current late fees are included as part of the fee schedule.
- A review of the child's enrolment will occur where families consistently incur late fees.

- A search fee may be applied if your child is booked into care, but does not attend on the day, and no prior notification has been given.

Change of Fees

- Fees are subject to change at any time, provided a minimum of two weeks' written notice is given to all families.
- CCS hourly rate caps may be increased by the CPI at the commencement of each financial year.
- Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

Termination of Enrolment

- Parents are to provide two weeks' written notice of their intention to withdraw a child from an Adventure Patch service.
- If termination from an Adventure Patch service is required without notification, families may lose their CCS, resulting in the requirement for the full fee to be charged.
- In some circumstances, CCS may not be paid for sessions if the child has not physically started care.
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

Responsibility of Management

Adventure Patch is responsible for:

- Ensuring all families are aware of our Payment of Fees Policy
- Ensuring enrolments are submitted correctly with the appropriate enrolment information.
- Providing families with a regular statement of fees payable.
- Notifying families of any overdue fees.
- Providing families with reminder letters as required.
- Terminating the enrolment of children should fees not be paid.
- Discussing fee payment with families if required.
- Providing at least 14 days' written notice to families of any fee increases or changes to the way fees are collected (Regulation 172)

Responsibility of Families

- Provide Adventure Patch with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Services Australia Reference Numbers for child and CCS claimant.
 - Date of Birth for the child and the CCS claimant.
- Ensure payment of fees as per policy.
- Notify Services Australia of any changes that may affect their CCS entitlement.
- Confirm their child's enrolment through the parents' myGov account.

Third Party Payments

Parents are generally liable to pay the co-contribution for childcare fees. Only State and Territory Governments (and their agencies) can contribute to the cost, in part or in full, of childcare fees for families.

Where an agreement has been made between an employer or charity to assist in the contribution of fees, the fees must be reduced accordingly before CCS has been applied.

Adventure Patch will maintain all documentation related to any third-party payments.

Complaints Relating to the Administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of CCS should raise these concerns with Adventure Patch management in the first instance.

In addition, families can raise concerns regarding management of the CCS to the dedicated Child Care Tip-Off Line either via phone or email:

- Phone: 1800 664 231
- Email: tipoffline@education.gov.au

Additional Points for Families with Financial Difficulties

Hardship

As a community organisation, Adventure Patch will endeavour to support families experiencing hardship, provided that those families make genuine efforts to communicate with Adventure Patch regarding their circumstances and to adhere to any payment arrangements offered by Adventure Patch. It is expected that families experiencing hardship make every effort to access government payments available, such as applying for Additional CCS via the Family Assistance office.

The Adventure Patch Employee Assistance Program (EAP) may, at the discretion of the CEO, be made available to families to assist them in managing financial hardship.

Waiving of fees on compassionate grounds

The Adventure Patch Executive Leadership team will have the discretion to waive fees to the extent provided for in the annual budget. Debts more than that amount will be referred to the Board of Management with a recommendation from the Chief Finance Officer and/or the leadership team, where:

- The circumstances for the person owing the debt are exceptional.
- There are significant health, financial or emotional issues.
- Attempts to collect the debt are likely to cause significant hardship to the family owing the debt, and that may lead to negative outcomes for the children of that family.

Waiving of additional charges on an individual account, such as overdue fees, may be at the discretion of the Chief Finance Officer and/or Leadership Team (in line with the delegation manual).

Related Policies

Arrival and Departure of Children Policy CCS Accounts Policy CCS Governance Policy Complaints and Grievances Policy Enrolment Policy Fraud Prevention Policy	Orientation Policy Record Keeping and Retention Policy Privacy and Confidentiality Policy Revenue Recognition Policy
---	---

Related Resources

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

[Reporting requirements for prescribed discounts](#)

Sources

Australian Children's Education & Care Quality Authority. (2025).

<https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf> *Guide to the National Quality Framework*

Australian Children's Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service.](#)

Australian Government Department of Education [Child care discount for early childhood workforce](#)

Australian Government Department of Education. (2025). [Child Care Provider Handbook](#)

Australian Government Department of Education *Early Childhood and Care*

<https://www.education.gov.au/early-childhood>

Australian Government Department of Education (2024). [Help in an emergency](#)

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations.](#) (Amended 2023).

Review History

Policy Reviewed By:	Scott Norris	DCEO	June 2026
POLICY REVIEWED	June 2026	NEXT REVIEW DATE	June 2027
Modifications	- Minor updates applied to policy - Regulations and laws checked		

	Hyperlinks checked	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
June 2025	- General Policy maintenance - Checked laws and regulations - Checked resource list and hyperlinks Added related resources list	
June 2023	- Policy has been renamed and includes more detailed information. - Added related Policy list. - Added resources list	June 2025

Signed:

Interim CEO:	
Manager:	