

PAYMENT OF 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, 2021).

Quality early education and care provides the foundation for children's development and social engagement whilst supporting workforce participation of parents and carers. Dalas Family Day Care Service is committed to supporting our approved educators provide quality education and care to all children at affordable fees for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Fees are based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
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 REGULATIONS	
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

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Child Care Subsidy Minister's Rules 2017
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	

Victorian Child Safe Standards	
Standard 1	Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
Standard 2	Child safety and wellbeing is embedded in organisational leadership, governance and culture
Standard 3	Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
Standard 4	Families and communities are informed, and involved in promoting child safety and wellbeing
Standard 5	Equity is upheld and diverse needs respected in policy and practice
Standard 6	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Standard 7	Processes for complaints and concerns are child focused
Standard 8	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Standard 9	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Standard 10	Implementation of the Child Safe Standards is regularly reviewed and improved
Standard 11	Implementation of the Child Safe Standards is regularly reviewed and improved

RELATED POLICIES

Delivery of Children to, and Collection from and Education and Care Service Premises CCS Accounts Policy CCS Governance Policy Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy Enrolment Policy	Fraud Prevention Policy Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Termination of Enrolment Policy Record Keeping and Retention Policy
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PURPOSE

For parents to gain a clear understanding of all fees including educator fee structures and administration fees and Child Care Subsidy 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. Dalas Family Day Care acknowledge that approved educators operate in a contractual arrangement with our Service and provide a fee schedule to families upon enrolment.

SCOPE

This policy applies to the Approved Provider, Coordinator, FDC Educators, and families of the Family Day Care Service.

IMPLEMENTATION

Dalas Family Day Care aims to ensure families understand the fee schedules 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 Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately and our approved educators adhere to their responsibilities as '*fit and proper persons*' under Family Assistance Law. Dalas Family Day Care and educators ensure the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

General Fees

Approved educators operate as self-employed small business owners and set their own fees, days of operation and minimum hours for provision of education and care under Dalas Family Day Care. Educators are advised they must meet their obligations under the *Family Assistance Law* and *A New Tax System (Family Assistance) (Administration) Act 1999* regarding setting of fees, ensuring the following:

- educators do not charge an individual more than the usual CCS hourly session fee who may be eligible for ACCS or who receives a prescribed payment
- educators do not change fees during a particular event or circumstance (for example during Covid or a service closure)

Families will be provided with a fee schedule for each session of care for individual educators at time of enrolment. Educator fees may vary due to educator qualifications, location, hours of care provided including casual and permanent fees, overnight fees, weekend rates and the age of the child. Some educators provide food, nappies and transport and these will be added to the hourly fees. Late fees will be detailed on the fee schedule.

Enrolment Fee and Bond Payment

Dalas Family Day Care does not impose any fees for enrolling children or require bond payments. All financial obligations and charges are explicitly detailed in the Service Fee and Charges Schedule, which can be found in Attachment 1

Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their [my GOV](#) account linked to Centrelink and provide documentation to support the CCS payment.
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy. The child must:
 - be a 'Family Tax Benefit child' or 'regular care child' and
 - be 13 or under and not attending secondary school and
 - meet immunisation requirements

The person claiming the Child Care Subsidy, or their partner must:

- meet residency requirements and
- be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider
- Child care must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - combined family income
 - activity test of parents
 - type of early learning and child care Service
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account.
- Families must regularly check their details are correct and report a change in circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances).
- Any disputes with CCS payments is the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments
- Discounts will only be offered as outlined in the CCS Handbook. Any discounts will be offered on the full rate of care before CCS has been calculated.

Complying Written Agreement (CWA)

- As part of the enrolment process with the Dalas Family Day Care, sessions of care are established and agreed between the Service, Parent/Guardian and Educators prior to care starting.
- The CWA specifies the booked days (sessions) and hours and fees payable for each child's session of care. This ensures that all parties are fully aware of their commitment and obligations regarding fees and charges and responsibilities in relation to payment. This is set out in the Educator Fee Schedule.
- When there are changes to booked days and hours, the Dalas Family Day Care will create and submit a revised CWA to the families using Harmony Web (Harmony). Families will be required to use their Personal Identification Number (PIN) to approve the CWA at any time the booking changes.
- When there are changes to fees the Educator will update their fee schedule and families will sign in agreeance. Once completed the Educator will submit this to the Dalas Family Day Care Service.
- The CWA and/or the enrolment notice will not need updating if the variations to the care arrangements occur within the agreed scope. e.g. Additional days of care (casual care), orientation.

Setting of Fees and Levies

Dalas Family Day Care Fee Charges

- The Dalas Family Day Care establishes and conducts an annual review of Dalas Family Day Care Fee Charges, which includes detailed categories for various types of care and additional charges, in collaboration with the Educators and Families.
- Educator Administration Levy is a part of the Dalas Family Day Care Fee Charges, and outlined in the Educator Agreement
- The fees and charges for Dalas Family Day Care Service will be subject to an annual assessment to ensure fairness, transparency, and alignment with current operational costs.

Dalas Family Day Care Educator Fee Schedule

- Educators will set their fees within the fee range specified in the Dalas Family Day Care Fee Charges
- Educator fee schedule will be specify and signed as a part of educator agreement
- Dalas Family Day Care may recemented to educator the fee and charges based on educator experience, clarification and services provided

- Educators will not add any other additional charges or differ from the signed Educator Fee Schedule without consulting the Dalas Family Day Care Service and advising families of the new charges.
- Educators must give a minimum of four (4) weeks' advance notice to the Service regarding any proposed fee changes for approval. The approved provider has the authority to decline the proposed fee adjustments.
- The Dalas Family Day Care will provide families with at least two (2) weeks' notice of any changes to the fee structure and the date when they will come into effect.
- New CWA agreement from all Families assigned with educator, must be signed before submitting new fee to the CCMS
- The Educator administration levy, as outlined in the Educator Agreement, is a charge paid by Educators to support the administrative functions of Dalas Family Day Care
- To gather the service levy, Dalas Family Day Care Service deducts this amount from the CCS Payment

Child Care Subsidy (CCS) Enrolment

- The Australian Government provides CCS to families to help cover the cost of approved child care. CCS is available to all families who meet the eligibility requirements. The family is responsible to complete and lodge their online CCS claim form via their myGov account.
- To receive CCS families are required to confirm their enrolment with the service via their myGov account. CCS will not be paid, and full fee is payable, until the enrolment is confirmed and the DEPARTMENT OF EDUCATION provide the service with the CCS information.
- The DEPARTMENT OF EDUCATION will automatically cancel a child's booking and CCS if they have not attended a care session within a fourteen-week period (e.g. attendance only during school holidays). If this occurs the family can contact the service to create a new enrolment. This may impact CCS payments.
- The family will repay to the service any CCS that the DEPARTMENT OF EDUCATION reclaim from their child's attendances for any reason, including non-attendance on first or last days of care, even if this occurs after care has ceased.

Additional Child Care Subsidy (ACCS) Enrolment

The Additional Child Care Subsidy (ACCS) provides extra help with the cost of early childhood education and care to families facing difficult or challenging circumstances. ACCS will usually cover all a child's early childhood education and care fees.

There are 4 ACCS categories. The amount of ACCS a family can get depends on the category they're eligible for.

ACCS is paid to Dalas Family Day Care to pass on to families as a fee reduction Centrelink account

Transition to work

The transition to work subsidy is for parents or carers transitioning to work from income support. Families apply for the transition to work subsidy through their Centrelink account. Parents are required to sign a Complying Written Arrangement (CWA)

Temporary financial hardship

The temporary financial hardship subsidy is for families experiencing temporary, significant financial stress. Families apply for the temporary financial hardship subsidy through their Centrelink account. Parents are required to sign a Complying Written Arrangement (CWA)

Grandparent

The grandparent subsidy is for grandparents on income support, who are the primary carer of their grandchild. Families apply for the grandparent subsidy through their Centrelink account. Parents are required to sign a Complying Written Arrangement (CWA)

Child wellbeing

The child wellbeing subsidy is for families who need practical help to support their child's safety and wellbeing. Dalas Family Day Care applies for the child wellbeing subsidy on behalf of families.

Families cannot apply. ACCS arrangement will be signed with the family.

Invoices, statements and receipts

- Dalas Family Day Care will invoice families directly for their 'gap fee' every fortnight, once the time sheets have been finalised through the system.
- We will send invoices, receipts, and statements to the email address of the nominated account holder who has agreed to be responsible for childcare fees through our FDC service.
- The Approved Provider will use the Harmony web Software to reconcile payments made by families, ensuring that families pay the gap fee for each session.
- We will regularly enter all EFT payments into Harmony Web software and send receipts to the account holder.
- Dalas Family Day Care will provide the following statements:
 - Statement of Entitlement - issued fortnightly after educators' gap fees have been paid.
 - Parent/Guardian Advice - sent out fortnightly after the submission of timesheets.
 - Parent/Guardian Statement - distributed monthly, every first working day of the month for the previous month. If the first day falls on a public holiday or weekend, the statement will be sent on the first working day.

- Invoices, statements of entitlement, and receipts are accessible through the parents' portal.

See more details in *CCS Account Policy*

Fees and Payment of Fees

- A Nominated Supervisor/coordinator will provide all the information on fees and payment of fees at the initial family interview.
- The Dalas Family Day Care Service will manage all Childcare Subsidy (CCS) Claims and parent gap fees for Educators, and will oversee the distribution of CCS payments and gap fee payments to Educators via the Harmony Web platform.
- The family gap fees will be paid to the Educator, as the Dalas Family Day Care's agent according to the Educator Fee Schedule that is signed by the Educator in Service Agreement
- Families are required to pay the FDC service the difference between the fee charged and the subsidy amount- the 'gap' amount
- Where gap fee payments are paid to educators, the Approved Provider will oversee and take all reasonable steps to ensure payments are collected from families.
- Educators will receive the Gap fee on a fortnightly basis, following the collection of all Gap fees from the parents.
- The Parent Gap fee will be disbursed to the educator only upon receipt of the full payment from the parents. In cases where parents do not pay the full amount, any remaining balance will be carried over to the subsequent fortnight.
- Payment plans may be made available to families facing financial challenges, as detailed in the 'Financial Difficulties' section of this policy.
- The Approved Provider will reconcile payments made by families within the CCS Software to ensure families pay the gap fee for each session
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT) (effective 02 July 2023)
- Dalas Family day care accepted following EFT payments:
 - "Pay Now": You can use the "Pay Now" button provided in your invoice to make payments using your bank card.
 - "Bank Transfer": You may also opt for bank transfer from your account to Dalas Family Day Care's account.
- The Dalas Family Day Care Service will provide a Payment Advice to Educators and a Parent/Guardian Advice to families fortnightly.
- If any adjustments are made to any fortnights prior to the current fortnight a Parent/Guardian Statement will be provided to outline these adjustments and any debits or credits that apply. Payments will need to be adjusted.

- Core hours are 7.00am to 7.00pm Monday to Friday. Any care provided outside these hours will be classified as non-core hours of care.
- Additional care to be provided in
 - core hours must be notified to the Dalas Family Day Care Service prior to the care commencing
 - non-core hours must be notified to the Dalas Family Day Care by at least 5pm the day before.
- Families will not be liable to pay fees if the Educator is not available for care, for example being on holidays or illness.

Late collection

Dalas Family Day Care is committed to ensuring the safety and well-being of all children in our Educator's care. We understand that situations may arise that can cause delays in picking up your child. However, it's essential to maintain a structured and secure environment for all children. Please note that the Late Collection Fee is not covered by CCS (Child Care Subsidy) and will be invoiced separately to families. We have established the following policy for late collections:

- Late Collection Fee: A separate invoice for the Late Collection Fee will be issued for each child not collected at the agreed-upon time, as outlined in Educator fee schedule.
- Notification: If you anticipate being late for any reason, we kindly request that you notify your Educator as soon as possible. This allows us to make necessary arrangements for your child's comfort and well-being. Educators will inform the nominated supervisor or responsible person when late collection is anticipated.
- Repeated Late Collections: If late collections become a recurring issue, we will schedule a meeting with the parents or guardians to discuss the matter and explore potential solutions.
- Emergency Contact: In cases where a child has not been collected, and we are unable to reach the parents or guardians, we will contact the emergency contact listed in your child's records to ensure the child's safety and care.

We understand that unforeseen circumstances can lead to late pickups, and we aim to be flexible and understanding. However, consistent adherence to pickup times is crucial for maintaining a smooth operation and ensuring the comfort and safety of all children in our care.

Public Holidays

- Non-Attendance on a Public Holiday is charged at normal core and non-core rates for days that are a regular booking.

- Attendance on a public holiday must be requested by families by 5:00 pm the day prior to attendance. Dalas Family Day Care will approve the request, and charges for requested hours on public holidays will be as per the Educator Fee Schedule
- Where a family requires care on a Public Holiday and the regular Educator is not available, the Dalas Family Day Care Service will endeavour to relocate the child to an alternate Educator. In this circumstance only the Educator providing care will be paid based on their Fee Schedule.

Allowable Absence Days

- Families are requested to contact the FDC Service/ FDC educator if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is unable to attend
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year
- 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 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
- In accordance with Family Assistance Law, educators cannot charge for, or record a session of care where provision of care is not available. Educators are not able to charge a different rate for the same type of care provision. Therefore, if the educator is unable to provide care due to illness or leave, they are unable to charge for that particular session of care
- If an absence falls on the first or last day of attendance, families will be required to pay the full fee, unless special circumstances are allowed in line with the Family Assistance Law (FAL)

Family holidays

Families must notify the provider of their intention to go on holiday via email.

For family holidays up to 2 weeks:

- The Absence will be applied as per the Allowable Absence Days section of this policy.
- If the family does not have enough allowable absences, the full fee will be required to hold the spot for the child.

For family holidays more than 2 weeks:

- The full fee will be applied to hold the space.
- If the family decides not to pay, the CCS enrolment will cease, and the parent will be required to re-enrol the child. Availability of space is not guaranteed.

Casual Care / Additional Day(s)

- Where a family does not have a regular booking, the booking will be considered casual. Families using only casual care will be charged at the Educators casual rate as per the Educators Fee Schedule.
- Additional days are extra days of care for children who have an existing booking for contract hours. These days will be charged at the core or non-core rate in which the care is booked and provided.
- Educators must complete a booking request with the families via Harmony for casual care and Families will be required to use their Personal Identification Number (PIN) to approve the request.
- Families must notify the Educator at least 24 hours to cancel casual care without incurring a charge. Where no notice or late notice of cancellation is provided the family will be charged.

School Holiday Care

- Children that have a regular booking before and/or after school during term and use full days of care in school holidays will be charged at core and non-care rates (as relevant).
- Where families indicate they will use care regularly in school holidays, and attendance is consistent, (even though days may vary) will be charged at core and non-care rates (as relevant).
- School aged children who attend irregularly in school holidays (odd days here and there) can be charged at casual rates.
- Educators must complete a booking request with the families via Harmony for School Holiday care and families will be required to use their Personal Identification Number (PIN) to approve the request

Notification Periods

Families and/or Educator must provide two weeks written notice to the Dalas Family Day Care Service if either party is terminating care. On termination of care, if child/ren cease care during a

notice period, the Child Care Subsidy (CCS) is paid for absences in accordance with the current CCS legislation. In certain circumstances the full fee is payable.

Families and Educators must provide at least one week's notice to the Dalas Family Day Care Service to change a child's booked hours of care. Educators will complete a booking change request via Harmony and Families will be required to use their PIN to approve the request. Dalas Family Day Care will accept changes booking hours and submit changes in CCS enrolment through harmony system

The Educator will provide families and the Dalas Family Day Care Service at least two weeks' notice prior to taking holidays. The Educator will may ask by coordinator to submit this leave in Harmony. Where the Educator is unavailable unexpectedly e.g. illness, they will provide the family and Dalas Family Day Care Service as much notice as possible

Harmony Software and Harmony for Educators

- Payment Administration:

The Dalas Family Day Care Service will exclusively use the third-party licensed software program, Harmony, which is registered with the Australian Government, to administer all payments related to its services.

- Educator Support and Training:

All newly registered Educators will receive comprehensive support and training to effectively use Harmony for Educators for the administration of payments and maintenance of attendance records for families.

- Subscription Fee:

Educators will be subject to a subscription fee for utilizing Harmony for Educators. This fee is designed to cover the costs associated with using the software and the support provided to Educators.

- Software Administration and Privacy:

The Dalas Family Day Care Service is committed to administering Harmony and Harmony for Educators in strict compliance with the policies and procedures established by the software administrator. These policies encompass privacy requirements to ensure the confidentiality and protection of sensitive data.

- Contingency and Technical Issues Policy:

In the event of an Educator's inability to access Harmony for Educators due to circumstances such as internet connectivity issues or device malfunctions, paper-based records will be employed as an alternative for managing attendance and leave. Educators are required to

promptly notify the Dalas Family Day Care Service and collaborate to resolve the issue effectively.

- Attendance Accuracy and Session Cancellation Policy:

Dalas Family Day Care Service reserves the right to cancel a session for the day if attendance is not marked accurately by an Educator and if the Educator fails to notify the service in a timely manner. This policy underscores the importance of precise attendance records and the need for timely communication to prevent disruptions in the provision of care.

Administration

- Educators will use Harmony for Educators to record children's attendance. Each Educator will be issued a PIN.
- Parent/Guardians and each authorised nominee will be issued their own PIN to sign children in and out.
- Each PIN must only be used by the person it is issued to, and not be shared with anyone else.
- Educators will only sign/PIN children in and out of care when dropping off or picking up from school, kindergarten etc, or upon failure by a parent /guardian to do so. When doing this a note will be made in Harmony for Educators as to the reason why.
- If Educators need to use paper-based documents, then scanned versions of these are also considered legal documents.
- Educators will ensure all timesheets/records/documentation are accurate records in order to comply with State and National regulations. Records are to be returned to the service when specified. Timesheets must be submitted for every child, every fortnight.
- The Dalas Family Day Care Service will provide all families the Statement of Entitlement report, detailing the fees charged, what those fees have been charged for and how Child Care Subsidy has offset those charges. This will be issued fortnightly in the alternate week to the Parent/Guardian Advice

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of Management.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship
- There are four different payments under Additional Child Care Subsidy:

- Additional Child Care Subsidy (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 Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
- Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment

Additional Child Care Subsidy (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 letter will be issued after **one week** and then again after **two weeks** if the fees are still outstanding.
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with our FDC Service and educators to repay outstanding fees. A written contract will be provided for the family to sign outlining 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 will be terminated if payment has not been made after **three weeks**, for which the family will receive a final letter terminating the child's position. At this time the FDC Service will initiate its debt collection process, following privacy and conditional requirements.

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 care.

- If termination from the FDC Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees 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
- A child's position will be terminated if payment has not been made after four weeks, for which the family will receive a final letter terminating the child's position.

Responsibility of Management

The Dalas Family Day Care Service/Nominated Supervisor is responsible for:

- ensuring all families are aware of our *Payment of Fees Policy*
- providing families with educator fee schedules (these may be different for each educator due to education qualifications, hours and days of care provided, overnight fees etc.
- ensuring enrolment information are submitted correctly with appropriate enrolment information
- providing families with regular statement of fees payable
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required
- providing at least 4 weeks written notice to families of any fee increases

Responsibility of Families

- Provide the FDC Service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Centrelink Reference Numbers for child and CCS claimant
 - Date of Birth for child and CCS claimant
- Ensure payment of fees as per policy
- Notify Centrelink 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 child care fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of child care 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. Our FDC Service will record all documentation regarding any third-party payments.

Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Dalas Family Day Care Service/Nominated Supervisor in the first instance. The Dalas Family Day Care Service/Nominated Supervisor will follow the steps as outlined in this policy, including advising the Approved Provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@Department of Education.gov.au

Fraud Prevention

To maintain the security and prevent fraud in the use of personalized PINs by both Educators and parents within the Dalas Family Day Care Service, the following guidelines and measures are enforced:

- Individualized PINs:
 - Each Educator and parent will be issued their own unique Personal Identification Number (PIN) for accessing the attendance system.
 - PINs are strictly individual, and under no circumstances should they be shared with anyone, including other parents, Educators, or individuals not authorized by the service.
- Confidentiality and Security
 - Educators and parents must keep their PINs confidential and ensure they are stored securely.
 - PINs should never be disclosed or written down in places where unauthorized individuals might have access.
- Access Authorization:
 - Educators and parents are only permitted to use their assigned PINs for legitimate attendance purposes.
 - Unauthorized access to the attendance system using another person's PIN or sharing a PIN with others is considered a breach of this policy.
- Education and Awareness:

- Both Educators and parents will receive education and awareness training on the importance of safeguarding their PINs and preventing fraudulent activity.
- Prompt Reporting:
 - In the event of a lost or compromised PIN, individuals should promptly report the issue to the Dalas Family Day Care Service to have their PIN reset or reissued.
- Accurate Timesheet Submission:
 - Educators are required to submit accurate timesheets that reflect the actual attendance of children under their care.
 - Parents are also required to check and confirm the accuracy of the timesheets for their children using their assigned PINs before the final submission.
 - Falsifying attendance records, including marking children as present when they were not, is strictly prohibited and constitutes fraudulent activity.
- Regular Monitoring and Auditing:
 - The Dalas Family Day Care Service will regularly monitor and audit the submission of timesheets and attendance records.
 - Any discrepancies, irregularities, or patterns of fraudulent behavior will be thoroughly investigated.
- Consequences of Violation:
 - Violation of the PIN sharing policy can result in disciplinary actions for Educators and may lead to the suspension or termination of services for parents.
 - Any fraudulent activities related to PINs or attendance records will be taken seriously and may have legal implications.

By adhering to these comprehensive guidelines, both Educators and parents can contribute to the security of the attendance system and help prevent fraud within the Dalas Family Day Care Service, ensuring the trust and integrity of payment and attendance processes.

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment. Child Care Provider Handbook

<https://www.Department of Education.gov.au/resources-child-care-providers/child-care-provider-handbook>

Australian Government Department of Education, Skills and Employment *Early Childhood and Care*

Australian Government Department of Education, Skills and Employment *Information for child care providers when a period of local emergency occurs*

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011).

Kearns, K. (2017). *The Business of Childcare* (4th Ed.).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Revised National Quality Standard. (2018)

REVIEW

POLICY REVIEWED BY	SHAMSA HASSAN	APPROVED PROVIDER	AUGUST 2022
POLICY REVIEWED	NOVEMBER 2023	NEXT REVIEW DATE	2024
MODIFICATIONS	- EFT payment in the line with Service receiving Gab Fee - Added Fraud Prevention section - Added ASSC Enrolment section - Reviewed Allowable Absence Days and Late Collection section		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
AUGUST 2020	Policy purchased from Child Care Desktop		AUGUST 2022
AUGUST 2022	- Update of Related Legislation - Updated Related Policies - Check of links used within policy - policy amended to reflect FDC educator schedule of fees - amendments to fee waive- DEPARTMENT OF EDUCATION - links to DEPARTMENT OF EDUCATION handbook updated - Minor adjustments recorded - Additional information added- ACCS, absences, responsibility of families, CCS tip-off line and complaints		

Attachment 1

DALAS FAMILY DAY CARE FEE CHARGES

Fee Charges	AU\$	Frequency/comments
Educator Levy	\$2.50 per child/per hour	fortnight
Harmony for Educators (subscription)	\$10.60	fortnight
Registration	\$200.00	Yealy
Observation book	\$10.00	Per book
Program planning	\$15.00	Per book
Support Visit	\$50.00 per hour	If required
In service training	-	Based on quotation
Resources	-	Based on quotation
Cancelation fee	\$200.00	Lump sum payment