FEES POLICY

Quality Area 7 | Proposed 2027 CCS-ready revision

PURPOSE

To provide clear guidelines for setting, payment and collection of fees and to support the financial viability of Little Owls Pre Kindy.

POLICY STATEMENT

1. VALUES

Little Owls Pre Kindy is committed to responsible financial management, fair and transparent fee arrangements, respectful management of overdue accounts and confidentiality of families' financial information.

2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, educators, staff, parents/guardians and others involved in administering or paying service fees.

3. BACKGROUND AND LEGISLATION

The service maintains a written fees policy and informs families of fees, payment procedures and changes. Where Child Care Subsidy (CCS) applies, care arrangements, session reports, fees, discounts, absences and gap-fee payments will be administered in accordance with Family Assistance Law and applicable National Law and Regulations.

Relevant requirements include the Education and Care Services National Regulations, National Quality Standard and Family Assistance Law.

4. SOURCES AND RELATED POLICIES

Approved Provider; Enrolment and Orientation Policy; Privacy and Confidentiality Policy; Complaints and Grievances Policy; Delivery and Collection of Children Policy.

5. PROCEDURES

The Approved Provider, Amy Higginson, is responsible for:

• Determining, reviewing and approving the service's fees and discounts.

• Giving families current fee information and explaining electronic payment arrangements before care begins.

• Ensuring each CCS enrolment has a compliant written arrangement (CWA) with the family before CCS is claimed.

• Overseeing OWNA enrolment, attendance, invoicing, CCS reporting, fee records and electronic payments.

• Reviewing outstanding accounts and discussing payment difficulties with families confidentially.

• Providing required notice of fee and policy changes and updating agreements where necessary.

Educators refer fee queries to the Approved Provider. Parents/guardians are responsible for understanding their fee agreement, keeping their details current, paying fees by the due date and promptly notifying the service of changes or payment difficulties.

6. EVALUATION

The Approved Provider will review the policy, family feedback, payment procedures and legislative changes at least annually and when required.

7. ATTACHMENTS

Attachment 1: Fee Information for Families; Attachment 2: Opening Times and Statement of Fees; Attachment 3: Electronic Billing and Payment Schedule; Attachment 4: Fee Payment Agreement.

8. AUTHORISATION

Approved Provider: Amy Higginson Date adopted: 01.01.2027

Review date: 01.01.2028

ATTACHMENT 1

Fee Information for Families — 2027

1. How fees are set

The Approved Provider sets and reviews fees, considering service viability, staffing, venue hire, educational resources and the fees charged by comparable services. The standard session fee is $75 per booked day.

2. Written care arrangements and CCS

Families accessing CCS will enter a Complying Written Arrangement (CWA) setting out the agreed care pattern and session fees. Changes will be communicated and documented. CCS will be applied to eligible sessions; families pay the remaining gap fee electronically.

3. Payment of fees

Invoices, statements and payments will be administered electronically through OWNA. Cash and cheque payments are not accepted. The service bills families fortnightly. Families will be informed of the agreed schedule and payment method before commencement.

4. Unpaid fees

Where payment is overdue, the service will contact the family, provide a reminder and seek an appropriate resolution. Continued non-payment may result in a written notice and possible withdrawal of the booking, subject to applicable requirements and the enrolment agreement.

5. Refunds and absences

Fees remain payable for regular booked sessions when a child is absent, subject to the enrolment agreement and CCS absence rules. Make-up days are not offered. No fees will be charged for planned service closure periods when no care is provided. Exceptional refund requests may be considered by the Approved Provider.

6. School holidays and family holidays

Little Owls Pre Kindy plans to operate approximately 48 weeks annually, including school holidays. Standard fees apply to booked sessions when the service is open. No family holiday discount is currently offered. Family holiday absences are managed under the agreed booking and CCS absence rules.

7. Sibling discount

A 10% service fee discount applies to the second and each subsequent child enrolled from the same family. The standard $75 daily fee becomes $67.50 for each eligible additional child. The discounted actual fee will be used for CCS fee reporting. This is separate from any higher CCS rate that may apply to additional children.

8. Promotions

The service does not offer free trial childcare sessions or free promotional days.

ATTACHMENT 2

Opening Times and Statement of Fees — 2027

Service arrangements

Location: Coastal Community Centre, Tangadee Road, Golden Bay WA 6174

Proposed operating pattern: three days per week, 9:00 am–2:30 pm, approximately 48 weeks per year. Exact operating days, calendar dates and closure periods are to be confirmed and supplied to families before commencement.

Statement of fees

Standard booked session	**$75.00 per child per day**
Second and subsequent siblings (10% off)	$67.50 per eligible child per day
Family holiday discount	Not offered
Make-up days	Not offered
Free promotional sessions	Not offered
Payment method	Electronic payment through OWNA
Billing frequency	Fortnightly

CCS is subject to the family's eligibility and applicable rules. The amount payable by a family will depend on the actual fee, eligible CCS amount and any applicable discounts.

Changes to fees

Fee changes are approved by the Approved Provider and communicated in advance as required by law and the family's care agreement.

ATTACHMENT 3

Electronic Billing and Payment Schedule — 2027

Electronic accounts

Families will receive their invoices and account information electronically through OWNA. The Approved Provider will monitor payments and outstanding balances.

Fortnightly billing arrangement

Fortnightly billing and electronic collection through OWNA will apply from 2027. The exact debit day, billing in advance or arrears, and supported electronic payment method will be confirmed after OWNA setup and before families sign the final agreement.

Payment administration

No cash or cheque payments will be accepted. CCS gap fees will be paid electronically except where a lawful exception applies. Any OWNA/payment processing charges, if applicable, will be disclosed to families before commencement.

Payment calendar

Payment frequency: Fortnightly

First invoice/payment date: _____

Ongoing payment day: _____

Payment processing method: _____

ATTACHMENT 4

Fee Payment Agreement — 2027

Child's full name: _____

Parent/guardian name: _____

Booked day(s): _____

Agreed standard session fee: $75.00 per booked day

Sibling discount (if eligible): 10% for second/subsequent child; reduced fee $67.50 per day

Billing frequency and electronic payment details: _____

I/we acknowledge that:

☐ I/we have received and read the Fees Policy and current Statement of Fees.

☐ I/we agree to the fees and payment arrangements recorded in our enrolment documentation and, where applicable, CWA.

☐ I/we understand that payments will be managed electronically through OWNA and cash or cheque payments will not be accepted.

☐ I/we understand that booked sessions remain payable during absences, subject to the agreed terms and CCS rules; make-up days and family holiday discounts are not offered.

☐ I/we will notify the service promptly of changes to bookings, family details or payment difficulties.

☐ I/we understand that a CWA and any required CCS enrolment confirmations are separate from this fee acknowledgement.

Parent/guardian signature: _____ Date: _____

Approved Provider signature: _____ Date: _____

DRAFT: confirm the operating days, billing frequency, debit timing and payment method before providing this agreement to families.