

FEES – LONG DAY CARE

QUALITY AREA 7 | ELAA version 1.2



PURPOSE

This policy provides a clear set of guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Belford Oaks Community Children's Centre, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Belford Oaks Community Children's Centre.



POLICY STATEMENT

VALUES

Belford Oaks Community Children's Centre is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program government funding and fees to be paid by parents/guardians

SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge and, parents/guardians attending Belford Oaks Community Children's Centre.

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RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
1. Ensuring that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service (<i>Regulation 168</i>), and take reasonable steps to ensure those policies and procedures are followed (<i>Regulation 170</i>)	R	✓			
2. Reviewing the current budget to determine fee income requirements	R	✓			
3. Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability	R	✓			
4. Communicating with families at enrolment about fees, including: <ul style="list-style-type: none"> the amounts charged payment periods and methods how the Child Care Subsidy or other government subsidy will be applied notice periods how they can access copies of statements/receipts financial hardship considerations and payment plans 	R	✓			
5. Implementing and reviewing this policy in consultation with parents/guardians, the nominated supervisor and staff, and in line with the requirements of the Commonwealth Governments Child Care Package (<i>refer to Sources</i>)	R	✓			
6. Reviewing the effectiveness of the procedures for late payment and support offered	R	✓			
7. Considering options for payment when affordability is an issue for families	R	✓			

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
8. Clearly communicating this policy and payment options to families in a culturally-sensitive way, and where possible in the family's first language	R	✓			
9. Ensuring that the <i>Fees Policy</i> is readily accessible at the service (<i>Regulation 171</i>)	R	✓			
10. Taking reasonable steps to ensure that nominated supervisors, ECT/educators, staff and volunteers follow this policy and procedure (<i>Regulation 170</i>)	R	✓	✓		
11. Providing all parents/guardians with fee information (<i>refer to Attachment 1</i>)	R	✓			
12. Providing all parents/guardians with a statement of fees and charges upon enrolment of their child/ren	R	✓			
13. Providing all parents/guardians with a Complying Written Arrangement (<i>refer to Definitions and Attachment 2</i>). All arrangements must be recorded, either on paper or electronically, and must be kept by the provider	R	✓			
14. Ensuring that once the approved provider enters into a Complying Written Arrangement (<i>refer to Definitions</i>) with a family, they must submit an enrolment notice within seven days of the end of the week in which the arrangement started	R	✓			
15. Informing families that children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy (<i>refer to Definitions</i>)	R	✓			
16. Informing families if they are receiving Child Care Subsidy (<i>refer to Definitions</i>), the must update Centrelink on any changes to their income, activity and other circumstances via their Centrelink online account	R	✓			
17. Ensuring fees are collected and receipted	R	✓			
18. Collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable	R	✓		✓	
19. Complying with the service's <i>Privacy and Confidentiality Policy</i> regarding financial and other information received, including in relation to the payment/non-payment of fees	R	✓			
20. Notifying parents/guardians a minimum of 14 days before any proposed changes that will affect the fees charged or the way in which fees are collected. (<i>Regulation 172(2)</i>)	R	✓			
21. Addressing any complaints or concerns that have been raised regarding fees at the service in a timely manner	R	✓			
22. Reading the Belford Oaks Community Children's Centre Fee information for families (<i>refer to Attachment 1</i>), and complying with the Complying Written Arrangement (<i>refer to Definitions and Attachment 2</i>)				✓	

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/ guardians	Contractors, volunteers and students
23. Notifying the approved provider if they are experiencing difficulties with the payment of fees				✓	

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BACKGROUND AND LEGISLATION



BACKGROUND

Regulation 168(2) (n) of Education and Care Services National Regulations 2011 requires that Early Childhood Education and Care services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable fees at the time of enrolment.

Australian families receive help with the cost of child care through the Child Care Subsidy (CCS). The Australian Government DE and Services Australia, administers the Child Care Subsidy (CCS). Providers must be approved by the department to receive CCS.

DE is responsible for the legislation that underpins CCS. This legislation is called Family Assistance Law (FAL). All providers that receive CCS must follow the rules under FAL. DE monitors providers' compliance with FAL.

The Australian Government subsidises the cost of child care. State and territory governments are responsible for the health, safety, wellbeing and educational outcomes of children.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised.

CCS is paid directly to approved providers and passed on to families as a fee reduction.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development; and the importance of continuity of care.

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.
- Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work.

The Inclusion Support Program is designed to assist early childhood education and care services to include children with additional needs by providing support, in the form of practical and tailored advice and strategies on effective inclusive practice, from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

The Community Child Care Fund is designed to help eligible child care providers address barriers to child care participation, particularly in disadvantaged communities, including Indigenous communities.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Care Subsidy Minister's Rules 2017
- Child Care Subsidy Secretary's Rules 2017
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017
- National Quality Standard, including Quality Area 7: Governance and Leadership

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

Centrelink: The agency that delivers payments and services to individuals and families on behalf of the Australian Government

Child Care Safety Net: Targeted assistance to vulnerable and at-risk children and their families, as well as supporting child care services in disadvantaged communities to address barriers in accessing child care.

The Child Care Safety Net has three components:

- Additional Child Care Subsidy
- Community Child Care Fund
- Inclusion Support Program

Child Care Subsidy (CCS): A Commonwealth Government means tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are paid directly to approved child care providers. Further information can be found at: www.dese.gov.au/child-care-subsidy

Complying Written Arrangement: A written arrangement between a child care provider and an individual to provide child care in return for fees. The arrangement includes certain required information:

- the names and contact details of the provider and the individual(s)
- the date the arrangement starts
- the name and date of birth of the child (or children)
- if care will be provided on a routine basis and if so
- details about the days on which sessions of care will usually occur
- the usual start and end times for these sessions of care

- whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.

Additional information can be included to support the individual's understanding of their payment obligations.

Excursion/service event charge: An additional charge required to meet the cost of special events or excursions that occur in response to emerging children's program needs. Events that are planned ahead and are included as an expenditure item in the service's budget do not incur this additional charge (*refer to Excursions and Service Events Policy*).

Fees: A charge for a place within a program at the service.

Enrolment fee deposit: A charge to secure a place that has been offered in a program at the Belford Oaks Community Children's Centre

Late collection fee: A charge that may be imposed by the approved provider when parents/guardians are late to collect their child/children from the program (*refer to Attachment 1*)

SOURCES AND RELATED POLICIES



SOURCES

- Department of Education: Child Care Subsidy (CCS): www.education.gov.au/early-childhood/child-care-subsidy
- The Child Care Provider Handbook: www.education.gov.au/early-childhood/resources/child-care-provider-handbook

RELATED POLICIES

- Compliments and Complaints
- Delivery and Collection of Children
- Enrolment and Orientation
- Excursions and Service Events
- Inclusion and Equity
- Privacy and Confidentiality

EVALUATION



In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*)

ATTACHMENTS

- Attachment 1: Fee Information for Families
 - Attachment 2: Complying Written Arrangement
 - Attachment 3: Process for Unpaid Fees
 - Attachment 4: Fee Payment Agreement
 - Attachment 5: Payment Plan Proforma
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AUTHORISATION

This policy was adopted by the approved provider of Belford Oaks Community Children's Centre September 2022.

NEXT REVIEW DATE: July 2026

ATTACHMENT 1. FEE INFORMATION FOR FAMILIES

1. General Information

Belford Oaks Community Children's Centre abides by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017* (refer to *Legislation and standards*). The Child Care Subsidy helps by assisting families with their child care fees and provides greater assistance to low and middle-income families. The Child Care Safety Net provides families and services extra support if they are vulnerable and disadvantaged or located in a regional or remote community.

Hours of operation	Monday to Friday 7:30am-6pm
Planned Closures	<ul style="list-style-type: none">• Belford Oaks will be closed for all public holidays recognised by the Victorian Government.<ul style="list-style-type: none">◦ Fees will be charged for these days, with the exception of those public holidays which fall in the Christmas and New Year period.• During the Christmas and New Year period, the Centre is closed for approximately 3 weeks. Families will be given plenty of notice of this closure.<ul style="list-style-type: none">◦ Fees are not charged for the Christmas and New Year break.• There will be 2 additional days throughout the year where the Centre will be closed to hold professional development sessions for educators.<ul style="list-style-type: none">◦ Parents will be informed of these dates with plenty of prior notice and fees are not charged for these closures.

2. How fees are set

As part of the budget development process, Belford Oaks Community Children's Centre sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of Child Care Subsidy: www.education.gov.au

Once fees are set for the year, they will only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses.

3. Other charges

Other charges levied by Belford Oaks Community Children's Centre include:

- **Excursion/service event charge:** At times throughout the year an additional excursion(s) or event(s) may be arranged where it is considered relevant to the service's program and the children's interests. At this time any additional costs to families are taken into consideration before a decision is made (*refer to Excursions and Service Events Policy*).
- **Late collection fee:** Belford Oaks Community Children's Centre reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will be set at a level determined by Belford Oaks Community Children's Centre.

4. Payment of fees

Belford Oaks Community Children's Centre will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Belford Oaks Community Children's Centre uses **Xplor** to manage enrolments, fee invoicing, and payment records.



Fees are invoiced on a **rolling basis** through Xplor. Once your account is set up and you have downloaded the **Xplor Home** app, you can view your financial statements at any time.

Invoices clearly show:

- Any **Child Care Subsidy (CCS)** payments made by the Commonwealth Government.
- The **remaining gap fee** payable by parents/carers.

When logged into Xplor, you can view your balance under the **Finance** tab. Families are expected to pay the amount owing **each Friday**, either via Direct Debit or manually via direct transfer, credit card or BPAY (the details of which are shared with families when they set up their Xplor account).

Please note that the fees collected reflect two weeks behind and two weeks in advance. **All fees are required to be paid in full two weeks in advance.**

Parents/guardians experiencing difficulty in paying fees are requested to contact the Centre Director to arrange a suitable alternative payment plan. The [Privacy and Confidentiality Policy](#) of the service will be complied with at all times in relation to a family's financial/personal circumstances.

5. Cancellation of Booking

Families are asked to provide 4 weeks' notice of the cancellation of a booking. Fees will continue to apply for the 4 weeks' notice period unless cancellation of booking is due to an illness and a medical certificate is provided.

6. Unpaid fees

Refer to [Attachment 3](#).

If fees are not paid by the due date, the following steps will apply:

1. **Initial Reminder**
 - An email will be sent to parents/guardians requesting payment and inviting them to make contact if support is needed.
2. **First Escalation – 3 Business Days Later**
 - If payment has not been made and there has been no response, the Centre Director will send a second email:
 1. Setting a specific payment deadline.
 2. Outlining available support options, such as:
 - Setting up a payment plan to spread payments over time.
 - Reducing booked days (note: even if temporary, the place may be taken by another child).
3. **Second Escalation – 3 Business Days Later**
 - If payment is still not made and there has been no engagement from the family, the Centre Director will send a third email prompting immediate payment and/or finalising a support plan.

4. Final Notice – 3 Business Days Later

- If there is still no payment and no communication, a final email will be sent advising that the child's place at the service will be terminated immediately.

5. After Termination

- All outstanding fees remain payable by the family.
- The service reserves the right to refer the debt to a collection agency if payment is not received.
- No new enrolments or re-enrolments from the family will be accepted until all outstanding fees are paid in full.

7. Extended Absences, Discounts, and Child Care Subsidy (CCS) Implications

Our running costs, including staffing, utilities, and program delivery, remain fixed regardless of individual child attendance. For this reason, we are unable to offer fee discounts or waivers during periods of absence, including family holidays, extended leave, or financial hardship.

While we understand that families may face periods of financial strain, we are unable to set a precedent of offering fee reductions on a case-by-case basis. The CCS is designed to support families with the cost of care, including during short periods of absence, and we encourage families to ensure they are receiving their full CCS entitlements.

If a family is experiencing difficulty paying fees, a payment plan may be negotiated with the Centre to help spread payments over a manageable period.

CCS and Family Obligations

It is each family's responsibility to meet the requirements of the CCS in order to receive ongoing subsidised care. This includes:

- Completing income assessments and tax returns as required by Services Australia
- Not exceeding **42 allowable absences** per child per financial year
- Not being absent for more than **6 continuous weeks** (including travel overseas)
- Reporting changes to family circumstances or activity levels in a timely manner

If your CCS ceases or is withheld due to unmet obligations (such as an overdue tax return or change in activity status), **full fees will remain payable**. The Centre will not defer or suspend fee collection while CCS issues are being resolved. Any CCS amounts owed to you will be reconciled by the government and applied retrospectively once your eligibility is re-established.

Please note that Belford Oaks does not control or influence any matter relating to Centrelink. Please contact Centrelink in the event of unexplained changes to your CCS and entitlements.

Centre Expectations

Belford Oaks cannot assume financial liability where a family's CCS is disrupted or not in effect. **Families remain responsible for the full cost of care**, and failure to meet payment obligations may result in the accumulation of arrears. This places an unsustainable burden on our small service.

We are committed to working collaboratively with families where difficulties arise. However, continued non-payment of fees is not acceptable and may lead to suspension or cancellation of a child's place if the matter is not resolved.

We encourage all families to speak with the Director as early as possible if experiencing any issues related to CCS or financial hardship.

8. Refund of fees

Fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the approved provider/nominated supervisor). There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays
- family holiday during operational times
- closure of the service due to extreme and unavoidable circumstances.

In addition, there will be no refund where a family chooses not to send their child to the program for the maximum number of hours for which they are enrolled.

9. Fundraising

Fundraising is undertaken to meet the balance and/or pay for additional items for the service. While participation in fundraising is voluntary, the support of every family is encouraged. Fundraising activities are also an opportunity for families and communities to come together.

10. Support Services

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the local council.

11. Notification of fee changes throughout the year

Fees set for the year would only be reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point. Parents/guardians will be notified one month in advance of any required fee increase and will be offered the option to request a payment plan.

ATTACHMENT 2. COMPLYING WRITTEN ARRANGEMENT

Your Complying Written Arrangement (CWA) is the agreement between you and your child care service. It is prepared by Belford Oaks and includes details about your care sessions and fees. The same person claiming CCS needs to have the CWA with the child care service.

Below is an example of a CWA prepared in Xplor:

Complying Written Agreement

We'll keep this short and sweet: The Complying Written Agreement (CWA) is part of the new Child Care Subsidy (CCS) being rolled out by the Australian Federal Government. The CWA is an agreement between the care provider and parent/guardian which establishes the basis on which care will be provided to a child.

You will need to approve this agreement and any future changes to your routine sessions.

Parties to the Agreement



Belford Oaks

Service
3 Belford Rd,
Kew, 3101
Victoria
Tel: 03
98597148



Parent Name

Parent
Parent address



Child Name

Child
DOB:

Routine Sessions

The routine sessions of care that will be provided to **CHILD NAME** by Belford Oaks are outlined below. This includes the usual start and end times for these sessions of care and the daily rates. While casual sessions are not displayed, you are still able to book these by contacting your child care provider or by using Xplor Mobile Bookings.

Your care is provided on a **weekly** schedule:

Monday Tuesday Wednesday Thursday Friday Saturday

7:30am -
6:00pm,
\$176.00

7:30am -
6:00pm,
\$176.00

7:30am -
6:00pm,
\$176.00

(this is an example only)

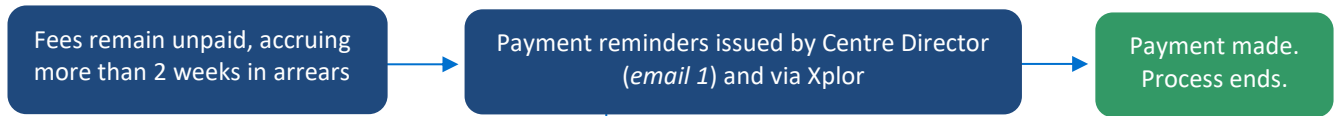
Declaration

I understand by clicking the button below:

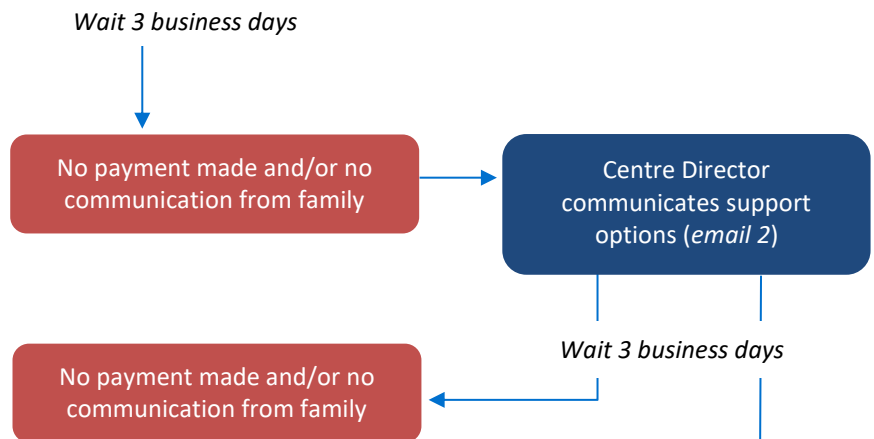
1. I confirm the above correctly reflects my child's expected regular schedule.
2. I agree to the referenced fee schedule.
3. I understand care may be provided on a casual or flexible basis where available at my service(s) at my request.
4. I understand that the fee schedule may vary from time to time as notified by my child care provider and reflected in an updated fee schedule.

ATTACHMENT 3. PROCESS FOR UNPAID FEES

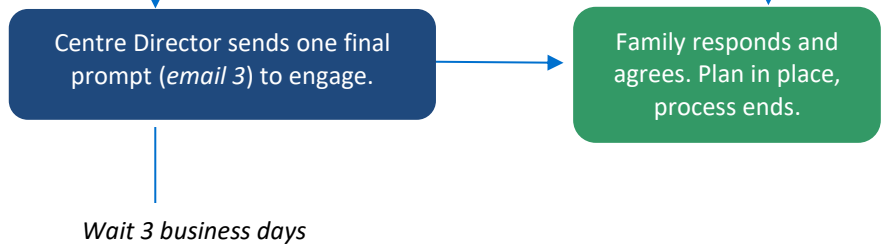
STEP 1 - Reminder



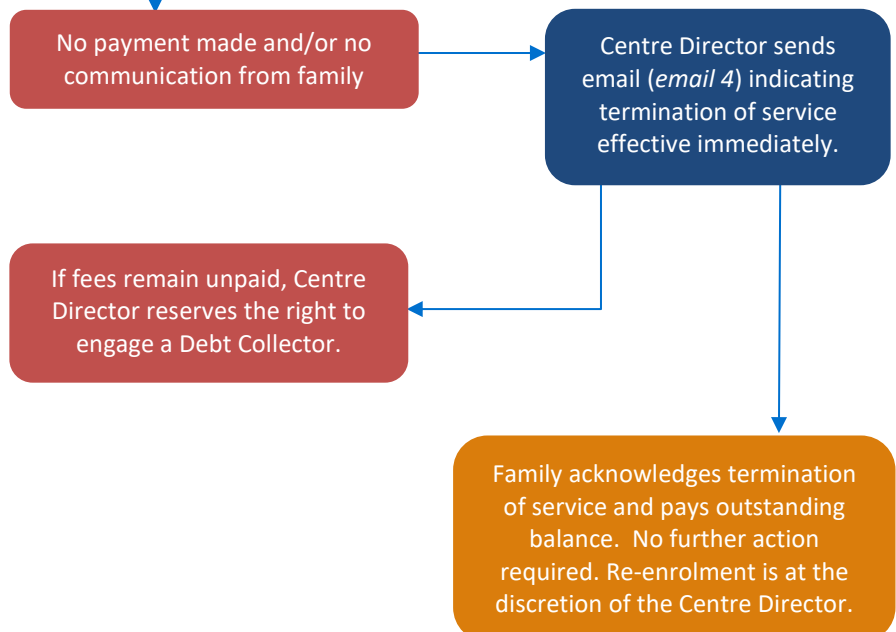
Move to STEP 2 - Support Options



Move to STEP 3 - Final Prompt



Move to STEP 4 - Termination Notice



ATTACHMENT 4. FEE PAYMENT AGREEMENT

Please complete this form and return to Belford Oaks Community Children's Centre by [Date]

Fee payment contract

Child/ren full name: _____

Parent's/guardian's full name: _____

- I/we acknowledge that the childcare service is funded by fees paid by parents/guardians. The service cannot operate without the fees paid by parents/guardians.
- I/we agree to remain 2 weeks in advance at all times
- I/we acknowledge having received and read the Belford Oaks Community Children's Centre *Fees Policy*, which sets out the expectations and procedures for fee payment
- I/we understand that fees are non-refundable
- I/we agree that if our activity and financial circumstances change, we will immediately notify Centrelink to ensure our Child Care Subsidy entitlements are up to date
- I/we understand that if our Child Care Subsidy is disrupted or changed, we remain responsible for the full cost of care, and the Centre will not defer or suspend fee collection while Child Care Subsidy issues are being resolved
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Centre Director to discuss alternative payment options such as entering into a payment plan or reducing the days of care booked in.
- I/we acknowledge that if fees are not paid by the due date, Belford Oaks Community Children's Centre will implement the late payment of fees procedures, as outlined in the 'Fee Information for Families' and 'Process for Unpaid Fees', which could result in the withdrawal of my/our child's place at the service and no further enrolments until the outstanding fees are paid.
- I/we Agree to pay fees while the child is absent. Examples include public holidays, family holidays, illness, closure due to unforeseen circumstances etc.
- I/we agree to collect my child/ren from Belford Oaks Community Children's Centre prior to closing time and understand that a Late Collection Fee will be charged
- I/we agree to give 4 weeks' written notice of when my child/children will be leaving Belford Oaks Community Children's Centre
- I/we agree to give 2 weeks' written notice of any reduction of booked days

Signature (parent/guardian): _____ Date: _____

Note: invoices, receipts and collection of fees will be in accordance with the Belford Oaks Community Children's Centre *Fees Policy*

ATTACHMENT 5. PAYMENT PLAN PROFORMA

Payment Plan Agreement

Date:

Parent/Carer Name(s):

Child/Children's Name(s):

1. Purpose of Agreement

This Payment Plan Agreement outlines the arrangement between Belford Oaks Community Children's Centre ("the Service") and the Parent/Carer(s) for repayment of outstanding childcare fees. This arrangement is made in accordance with the Centre's *Fees Policy* and is intended to support families while ensuring the Service's financial viability.

2. Outstanding Balance

As at [date], the outstanding balance is:

\$[amount owing]

3. Payment Plan Terms

Repayment Amount & Frequency

Parent/Carer(s) agree to pay:

\$ [insert amount] per (☐ week / ☐ fortnight)

Start Date of Plan: [insert date]

Payment Method: ☐ Direct Debit ☐ Bank Transfer

☐ Other (specify):

4. Ongoing Fees

This payment plan is in addition to regular childcare fees. Families must continue to pay current fees by the due date to prevent further arrears.

5. Missed Payments

If a scheduled payment is missed, the Service will contact the Parent/Carer(s) to discuss the reason and attempt to get the plan back on track. If two or more consecutive payments are missed without prior arrangement, the Service reserves the right to cancel this agreement and take further action in accordance with the Fees Policy.

6. Review and Adjustment

This agreement may be reviewed at the request of either party. Any changes must be agreed to in writing and signed by both parties.

Acknowledgement and Signatures

By signing below, both parties agree to the terms outlined in this Payment Plan Agreement.

Parent/Carer(s):

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

Centre Director:

Name: _____ Signature: _____ Date: _____

POLICY VERSION HISTORY

Version	Date of change	Description of change	Reason for inclusion (e.g., Improved transparency, incorporated updated child safety guidelines, align with Award updates, internal feedback)	Author/ Prepared By	Approved By	Next Review Date
1.0	September 2022	Policy introduced				September 2023
1.0	September 2023	No changes				September 2024
1.0	August 2025	Made changes as per PolicyWorks-Catalogue-Table-of-Updates-230625-lecupy.xlsx - changes dated 27/7/23 - Changed detail in background, definitions, added rows into table of responsibilities, amended Attachment 1	Should have been made last review cycle to align with ELAA changes	Penny Miller, President	Suzie Crew, Director	July 2026
1.2	August 2025	Updated version number Took out reference to April and October as the two professional days, as the months fluctuate Updated formatting Introduced Policy Version History table	To align with new ELAA version Improved readability Improved accountability	Penny Miller, President	Suzie Crew, Director	
1.2	August 2025	Made changes as per PolicyWorks-Catalogue-Table-of-Updates-230625-lecupy.xlsx - changes dated 25/6/24 - Changed wording from “Fee Payment Agreement” to “Complying Written Arrangement”, added rows into table of responsibilities, amended Attachment 2	To align with new ELAA version	Penny Miller, President	Suzie Crew, Director	
1.2	August 2025	Attachments: <ul style="list-style-type: none"> - Reviewed Attachment 1 - Added Attachment 2 - ELAA dictated Attachment 2 should be about CWA - Reviewed Attachment 3 - for enhanced clarity when enforcing Fees Policy - Added Attachment 4 - to provide visual explanation of how unpaid fees are handled at the centre - Added Attachment 5 - needed a proforma to match a process introduced in Attachment 4 	Needed to update Fee Information to reflect current process and new processes using Xplor	Penny Miller, President	Suzie Crew, Director	