Catholic Early EdCare
WATCH THEM GROW

FEES AND ACCOUNT MANAGEMENT PROCEDURE



TABLE OF CONTENTS

Late Collection Fee Procedure 3
Fee Schedules (Including Statement of Fees) 5
Debt Support Procedure 6
Pause Care 7
Writing Off Bad Debt Procedure 8
Account Refund Procedure 9
Queensland Kindergarten Funding (QKF) 10
Approved Providers 12
Nominated Supervisors and Responsible Persons 12
Educators 14
Families 15
Monitoring, Evaluation and Review 17

POLICY AND PHILOSOPHY

The CEEC Fees & Account Management Policy ensures consideration of legislative requirements, quality outcomes for children, sustainability and ongoing affordability. This procedure outlines processes in place to ensure governance of the implementation of fees and fee related matters.

Policy Sponsor: Business Development and Strategy
Document Type: Procedure
Applicable To: Catholic Early EdCare
Approved By: Director, Catholic Early EdCare
Last Updated: 27/01/2026
Due for Review: 27/01/2029
Version No. 2025.1

Catholic Early EdCare
WATCH THEM GROW

LATE COLLECTION FEE PROCEDURE

1.1 SERVICE LEADERS WILL:

- ☐ Ensure families have a copy of the fee schedule outlining the Late Collection Fee.

1.2 FIRST STAGE: VERBAL WARNING

- ☐ Discuss with families who arrive late to collect their child, that the service is not approved to provide care outside of licensed hours.
- ☐ Manage the charging of families who collect children after service closure, applying a fee of $25 per 15 minutes or part thereof.
  - ☐ Refer to Financial Adjustments for directions.
- ☐ Discuss with the relevant Regional Manager, any consistent late collections.

1.3 SECOND STAGE: REPEATED LATE COLLECTION

- ☐ If families have a further two occasions of late collections within the following month, discuss this issue with the account holder, then issue CEEC FA LTR Second Stage: Repeated Late Collection.

1.4 THIRD STAGE: (PAUSE CARE) REPEATED LATE COLLECTION

- ☐ If families have an additional two occasions of late collections within the following month, issue CEEC FA LTR Third Stage: (Pause Care) Repeated Late Collection.

1.5 THE REGIONAL MANAGER WILL:

- ☐ Gather prior communication and requests.
- ☐ Communicate in writing using the CEEC Administrative Pause Care Template further instances of late collection after the Pause Care may result in Cessation of Care.
- ☐ Save all documentation and communication into the service's L: Drive.
- ☐ Seek authorisation from the Operations Manager to undertake a Cessation of Care where there are repeated instances of late collection.

1.6 THE SENIOR OPERATIONS MANAGER WILL:

- ☐ Notify the Director CEEC.
- ☐ Notify the CEEC Leadership team.
- ☐ Meet with Regional Managers to discuss further actions and monitoring of the situation.

1.7 FOURTH STAGE: POTENTIAL CESSATION OF CARE AFTER CONSISTENT LATE COLLECTION

If families have a further two occasions of late collections in the month following:

- ☐ Discuss with the account holder.
- ☐ Issue CEEC FA LTR Fourth Stage: Potential Cessation of Care after consistent late collection.
- ☐ Meet with the family, and Regional Manager to discuss the consistent late collections that may result in Cessation of Care.

1.8 THE REGIONAL MANAGER WILL:

- ☐ Notify the Operations Manager, who will in turn notify the Director CEEC.
- ☐ Ensure all information is in the service's L: Drive.
- ☐ Communicate in writing using the CEEC Administrative Cessation Care Template and authorise the Cessation of Care to be placed on the child's Xplor Profile.
- ☐ Save all documentation and statements into the service's L: Drive.

FEE SCHEDULES (INCLUDING STATEMENT OF FEES)

2.1 FOLLOWING THE ANNUAL BUDGET PROCESS, THE FAMILY SUPPORT TEAM WILL PREPARE A SITE-SPECIFIC FEE SCHEDULE WHICH WILL INCLUDE:

- ☐ Fees for different sessions/age groups.
- ☐ Other fees/levies (Hat levy, late payment fees, non-communication fee, key/fob levy, late collection fee, annual enrolment fee etc).
- ☐ Fee Inclusions (For example, Food, nappies, sunscreen, nursery wipes etc).
- ☐ Subsidies available (if applicable).
- ☐ Educational Program fees.
- ☐ Payment options.
- ☐ Child Care Subsidy information.
- ☐ Fee Policy requirements.

2.2 THE REGIONAL MANAGER MUST APPROVE THE COMPLETED FEE SCHEDULE PRIOR TO DISTRIBUTION.

DEBT SUPPORT PROCEDURE

3.1 SERVICE LEADERS MUST:

- ☐ Check account balances regularly and identify families with increasing debt, or irregular payment patterns.
- ☐ Foster regular communication with families.
- ☐ Be alert to information from families that indicates a need for Additional Child Care Subsidy (ACCS).
- ☐ Support families to manage debt through regular payments or entering a payment plan.

3.2 THE FAMILY SUPPORT TEAM WILL:

- ☐ Send statements weekly.
- ☐ Send emails outlining outstanding fees and where the debt was accrued:
  - ☐ Stage 1: Fees Reminder
  - ☐ Stage 2: Fees Overdue
  - ☐ Stage 3: Overdue Final Reminder
  - ☐ Stage 4: Overdue Pause Care
  - ☐ Stage 5: Formal Debt Recovery
- ☐ The Regional Manager will be provided with information from Family Support Team to complete:
  - ☐ Stage 4: Overdue Pause Care

  The Family Support Team will complete the following task once the active enrolment has ceased:
  - ☐ Stage 5: Outstanding Fees Formal Debt Recovery
- ☐ Contact account holders with outstanding debt to identify account issues, take payments or identify possible support needs. Consideration will be given to:
  - ☐ Length of time the family has used the service.
  - ☐ Past payment record (if applicable).
  - ☐ The likelihood that the parents/ guardians will pay (if attainable).
  - ☐ The reasonableness of the requested payment period extension.

- ☐ Once a family is in Stage 4 – Pause Care, the CEEC Family Support Team will consult with the Regional Manager, who will send the correspondence to the family, using the **CEEC Administrative Pause Care Template**.

3.3 THE REGIONAL MANAGER WILL:

- ☐ Gather prior communication and requests.
- ☐ Liaises with Service Leader about the pause care parameters, timeframes and booking implications.
- ☐ Communicate in writing using the CEEC **Administrative Pause Care Template** that the child is unable to return to care until after all outstanding fees are received.
- ☐ Save all documentation and communication into the service's L: Drive.
- ☐ Seek authorisation from the Operations Manager to undertake a Cessation of Care where fees remain outstanding.

3.4 THE OPERATIONS MANAGER WILL:

- ☐ Notify the Director CEEC; and
- ☐ Notify the CEEC Leadership Team.

PAUSE CARE

3.5 IN SOME CASES, NON-COMPLIANCE WITH CATHOLIC EARLY EDCARE POLICIES AND/OR PROCEDURES MAY RESULT IN PAUSE CARE ARRANGEMENTS BEING PUT IN PLACE.

3.6 SERVICE LEADERS WILL ENSURE:

- ☐ Fees are not charged while Pause Care arrangements are in place.

WRITING OFF BAD DEBT PROCEDURE

5.1 IF ALL FEE PAYMENT PRINCIPLES HAVE BEEN FOLLOWED, THE DEBT MAY BE DEEMED UNRECOVERABLE. THE FAMILY SUPPORT TEAM OR SERVICE LEADER WILL:

- ☐ Complete a 'Request to Write off bad debt' form.
- ☐ Request approval from the General Manager.
- ☐ Forward to Centacare Finance.
- ☐ Complete a financial adjustment on the account in Xplor.
- ☐ Make a note on the account in Xplor.
- ☐ Ensure future requests for attendance are not booked until the previous debt is settled and a payment plan is entered into by the family.

ACCOUNT REFUND PROCEDURE

6.1 WHEN A REQUEST FOR A REFUND IS RECEIVED FROM A PARENT:

- ☐ Send the account holder a Request for Account Refund Form.
- ☐ Review the account to ensure fees and charges are correct.
  - ☐ if incorrect, correct account.
- ☐ Complete the Account Refund Checklist.
- ☐ Confirm the Xplor Account Holder's name (as per the statement) matches the "Bank Account Name" provided on the 'Request for Bank Account Details' form.
  - ☐ If name differs, note the bank account details have been checked and provide a brief reason when the bank "Account Name" is differs from the Xplor Parent Statement,
  - ☐ Validate bank details

6.2 THE FAMILY SUPPORT TEAM WILL:

- ☐ Review request and seek approval from General Manager
- ☐ Forward to CEEC Accounts Payable:
  - ☐ Request for Account Refund Form
  - ☐ Account Refund Checklist, and
  - ☐ Account Statement
  - ☐ Validated bank details
- ☐ Process refund within Xplor.

QUEENSLAND KINDERGARTEN FUNDING (QKF)

7.1 FAMILIES WILL BE PROVIDED WITH A FEE SCHEDULE OUTLINING ALL THE REQUIRED INFORMATION INCLUDING THE ELIGIBILITY CRITERIA TO RECEIVE KINDY FUNDING WITH A MINIMUM OF 14 DAYS PRIOR TO FEE IMPLEMENTATION.

7.2 A COPY OF THE FEE SCHEDULE MUST BE DISPLAYED AT THE SERVICE AND ON THE WEBSITE.

7.3 FAMILIES WILL BE REQUIRED TO PROVIDE EVIDENCE DURING THE ENROLMENT PROCESS TO CONFIRM ELIGIBILITY FOR KINDY FUNDING.

7.4 FAMILIES WILL BE REQUIRED TO PAY THE BALANCE OF THEIR ACCOUNT (FAMILIES OUT OF POCKET COST)

AS PER ATTACHMENT 1 – FEE STRUCTURES AND NTIFICATION PERIODS

7.5 ABSENCES – SUPPORTING EVIDENCE E.G MEDICAL CERTIFICATE WILL BE REQUIRED FOR ABSENCES OVER 2 WEEKS

ROLES AND
RESPONSIBILITIES

APPROVED PROVIDERS (INCLUDING LEADERSHIP AND MANAGEMENT TEAMS)

- ☐ Ensure obligations under the Education and Care Services National Law and National Regulations are met.
- ☐ Ensure compliance with the Family Assistance Law and the requirements set out in the Child Care Provider Handbook.
- ☐ Ensure compliance and understanding of the legislative guidelines and parameters for fee responsibilities, i.e.:
  - ☐ The individual is the person responsible for a child's care and the person who must pay child care fees.
  - ☐ Only individuals are eligible for Child Care Subsidy or Additional Child Care Subsidy. Where another party, such as the state, an employer or another organisation is paying all or part of a child's child care fees, no subsidy can be paid for the fees paid by the other party.
- ☐ Any back payment of subsidy that is payable for the 28-day period before a claim was made will generally be paid to the individual, not the provider.
- ☐ If it is decided not to charge the family full fees while the family's entitlement to Child Care Subsidy is being assessed, the service is responsible for recovering any unpaid amounts from the family.
- ☐ If a provider continues to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice, Child Care Subsidy will not be payable for these sessions of care.
- ☐ If absences are reported in the above circumstances and Child Care Subsidy is incorrectly paid, these amounts must be remitted to Services Australia and if not will be recovered from the service.

- ☐ Determine and annually review fee structures through:
  - ☐ Consultation with Service Leaders.
  - ☐ Assessing current resources and materials.
  - ☐ Ensuring adequate staffing.
  - ☐ Considering future community needs.
  - ☐ Developing a budget.
  - ☐ Consideration for service sustainability.
  - ☐ Considering fee structures of similar services within the local area.
  - ☐ Considering the funding (CCS or QLD Kindergarten Funding) available.
  - ☐ Determining a reasonable level of increase in fees.
- ☐ Provide statements of entitlement to families clearly outlining the fees they have been charged and why, and how their Child Care Subsidy has been applied.
- ☐ Comply with all QKF guidelines and acquittal requirements, including the retention of relevant evidence of eligibility and expenditure for a minimum of 3 years.
- ☐ Identify outstanding fees and respond to the non-payment of accounts.
- ☐ Ensure collection of gap fees via electronic funds transfer.
- ☐ Ensure compliance for the receipt of fee payments.
- ☐ Manage the outstanding debt (exceeding 14 days) process.
- ☐ Consider any exceptional circumstances when reviewing outstanding accounts, such as a child at risk, family with financial hardship.
- ☐ Consider requests to grant a payment period extension to families.
- ☐ Maintain records of all accounts and communication with families in relation to overdue fees, including payment period extensions and reviews
- ☐ Identify when all fee payment principles have been followed, the outstanding fee may be deemed to be unrecoverable and written off as a ‘bad debt’.

NOMINATED SUPERVISORS AND RESPONSIBLE PERSONS

- ☐ Ensure regulatory obligations are met in relation to the payment of fees.
- ☐ Implement procedures for the payment of service fees.
- ☐ Communicate with families at enrolment about fees, including:
  - ☐ The amounts charged.
  - ☐ Payment periods and methods
  - ☐ How the Child Care Subsidy or other government subsidy will be applied.
  - ☐ How they can access a statement/receipt.
  - ☐ Financial hardship considerations and payment plans
- ☐ Provide families with a Fees Schedule.
- ☐ Refer to CCS Enrolment Master Guide within Xplor Help for the management of child care subsidy on family accounts.
- ☐ Use account tags in Xplor for the management of accounts and actions.
- ☐ Ongoing communication with families about their account.
- ☐ Create bookings with appropriate fees.
- ☐ Encourage families to contact Centrelink (Services Australia), where a family shares information about difficult circumstances impacting on their ability to pay fees.
- ☐ Be familiar with which families could benefit from Additional Child Care Subsidy (child wellbeing) application and the evidence requirements needed to support these claims.
- ☐ Ensure all parents are aware of their responsibility to pay the gap fee.
- ☐ Ensure families are charged full fees for care provided until a family's claim is finalised and the provider knows they are eligible for Child Care Subsidy.

- ☐ Ensure Complying Written Arrangements include the following 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
  - ☐ Details of fees charged under the arrangement which the parties understand may vary from time to time.
- ☐ Ensure enrolment fees are charged annually.
- ☐ Understand payment details are not to be entered into Xplor by services, account holders must provide details via their personal login

EDUCATORS

- ☐ Be familiar with the Fees & Account Management Policy, Procedure and supporting documents.
- ☐ Support families to approach the person whose role it is to collect fees with any fee-related questions.

FAMILIES

- ☐ Ensure they understand the service's fee requirements and expectations at enrolment any ongoing changes.
- ☐ Meet the fee requirements and notification periods.
- ☐ Raise any fee-related questions with the person responsible for fee collection at the service.
- ☐ If claiming CCS, complete all steps necessary for a Complying Written Agreement (CWA) prior to commencement of care.
- ☐ If not claiming CCS, complete requirements for a Relevant Arrangement (RA) prior to the commencement of care.
- ☐ Provide copies of all additional documents required e.g. Health Care Cards, or evidence of eligibility for QKF subsidies.
- ☐ Understand Catholic Early EdCare uses a Registered Child Care Subsidy software provider, which has provided a declaration to The Department of Education, Skills and Employment. The software has been assessed and registered to transact with both the Child Care Subsidy System (CCSS) and Child Care Management System (CCMS). The software provider has undertaken to abide by the CCSS and CCMS IT Security and Development Principles for Software Providers.
- ☐ Understand collection of gap fee payments can only be taken via electronic funds transfer.

MONITORING, EVALUATION AND REVIEW

Centacare will place this policy on the Archdiocesan Intranet (ARCHIE). Service Leaders and Managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred.

- ☐ All staff are responsible for understanding and complying with this policy.
- ☐ Summary information about fees and related procedures will be included in the CEEC information handbooks.
- ☐ Educators and families will be invited to participate in the review of this procedure.
- ☐ Changes to this document will be shared with families and educators.
- ☐ Ongoing training opportunities for Service Leaders and Responsible Persons in Charge will be provided using a range of learning platforms. Videos of some Xplor processes are available on AI.
- ☐ Contact the Policy Sponsor for further interpretation of this policy.









Catholic Early EdCare
WATCH THEM GROW