

Family day care fee and levy charging procedure

This is a mandated procedure under the operational policy framework. Any edits to this procedure must follow the process outlined on the [creating, updating and deleting policy documents](#) page.

Overview

The Department for Education (the department) is committed to ensuring fee and levy charging practices across the department's Family Day Care (FDC) services are compliant with legislative requirements.

The purpose of this procedure is to ensure:

- FDC educators that are registered with the department's FDC services are aware of their obligations in relation to fee setting and associated family assistance legislation requirements
- parents with children accessing FDC services are informed of the fees, levies and charges along with their responsibilities when receiving Australian Government Child Care Subsidy (CCS) or Additional Child Care Subsidy (ACCS) payments.

Scope

This procedure applies to department staff, department registered FDC educators and families accessing department FDC services.



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Detail

Fee setting

The department sets the [minimum and maximum hourly fees](#). The hourly fee amounts are reviewed annually. Educators are required to set their fees within the minimum and maximum parameters.

Educators collect and retain the 'parent to pay' amount (the gap between the CCS and total fee) from parents on behalf of the department.

The department sets a minimum and maximum hourly fee for the following:

- Standard hours – Monday to Friday 8am to 6pm
- Non-standard hours – Monday to Friday 6pm to 8am
- Weekends
- Public holidays.

Educators charge the same fee for all parents, including parents entitled to Additional Child Care Subsidy (ACCS).

Total cost of care

Fees and charges that form part of the standard care service provided in a week include:

- educator hourly fee
- meals
- travel
- nappy services
- excursions
- parent administration levy.

The total cost of care does not include one off charges (bonds), educator administration levy or penalty fees (late fees).

The educator must include all fees and charges on the timesheet for each child in care.

Educator administration levy

The department charges educators an educator administration levy per hour for each child in care to support the operational cost of the service. This levy is subject to review and may be increased annually.

Parent administration levy

The department charges parents a parent administration levy per hour for each child in care to support the cost of administering Child Care Subsidy (CCS) for parents. This levy is subject to review and may be increased annually in line with the Consumer Price Index (CPI).

The FDC Business and Customer Support Centre (BCSC) deducts parent administration levy amount from the CCS paid to the educator.

Fee schedule

For an educator to amend their fees, they must submit a revised [FDC fee schedule](#) to the FDC BCSC for endorsement, at minimum 2 weeks before the start date of the revised fees.

The BCSC reviews revised fee schedules to ensure:

- the schedule is complete, including the date and signature of the educator
- the fees are within the required minimum and maximum amounts
- sessions of care meet the requirements of the FDC fee and levy charging procedure.

If an educator's fee schedule does not meet these requirements it will be rejected and returned to the educator.

When the fee schedule is endorsed by the BCSC it will be notated and returned to the educator.

The educator is responsible for ensuring parents acknowledge and sign the endorsed fee schedule.

The BCSC updates the parents CCS enrolment when a fee schedule is updated.

Enrolment process for new parents

It is a requirement under Family Assistance Law for all children who attend child care to have an enrolment notice submitted through the Child Care Subsidy System before care starts (regardless of their CCS eligibility status).

While an educator is operating their FDC service they must only care for children who are enrolled with the FDC service.

Before care commences, the following steps are required:

1. the parent applies for CCS with Centrelink through their MyGov account
2. the parent contacts the FDC BCSC, a link to an online enrolment form will be emailed or the parent can complete the enrolment over the phone
3. the enrolment is completed (including the Centrelink Customer Reference Number (CRN), their child's CRN and their child's immunisation records)
4. the parent and educator complete the booking
5. the educator must submit the booking to the BCSC a minimum of one week prior to the week care is due to start
6. the BCSC will email a Complying Written Arrangement (CWA) (enrolment confirmation) to the parent for acceptance
7. following acceptance, the BCSC will submit the enrolment and booking to Centrelink through the Child Care Subsidy System (CCSS)
8. the parent confirms the enrolment through their MyGov account, selecting Centrelink.

The above steps are required to fulfil the requirements of the Family Assistance Law. If an educator commences care before finalising the process they are in breach of the legislation, which places their registration at risk of being cancelled.

Care bookings

Educators and parents complete a booking for care, which establishes the hours of care to be provided.

Bookings (amended or new) must be received by the BCSC a minimum of 1 week prior to the week care is due to commence or change.

There are three different types of bookings:

- routine sessions – with casual care permitted, where hours of care are regular and predictable, and a regular pattern of care occurs
- casual bookings – where hours of care are unpredictable and irregular, and no pattern is apparent
- temporary bookings – where the family's needs vary on a regular basis, for example, parents employed on a part-time or casual basis. Note: temporary bookings are only valid for a maximum of 2 weeks and cannot be used without a routine or casual booking having been created in the first instance.

Regular overnight care must be booked as routine sessions of care.

Where bookings for care may potentially overlap (due to late pick up and/or early drop off by the family), it is recommended that educators book children with a half-hour gap between the bookings.

Educators cannot have bookings for sessions that exceed the limit of approved numbers of children in care.

An educator's own children are to be counted in the approved number of children if they are under 13 years of age and there is no other adult present and caring for them.

If there is another responsible adult on the premises (18 years or above) who is fully responsible for the care of the educator's own children, or if the educator's own children leave the premises under the care of another adult. In these situations, the children will not be included in the approved numbers. (*Education and Care Services National Regulations, regulation 124*). Refer to the [another adult at the approved premises \(Regulation 124\) recording sheet](#).

Sessions of care

A session of care is a minimum period for which a service charges a fee for providing care.

When claiming a session of care, the educator must be available for that whole session. For CCS purposes, an educator cannot report a session of care and then require a child to leave the service before that session is finished.

Allowable sessions

- hourly sessions within standard hours
- hourly sessions within non-standard hours – non-standard hours bookings must be regularly attended or no CCS will apply
- daily session within standard hours only, to a maximum of 10 hours (Monday to Friday 8.00am to 6.00pm) - daily session information needs to be identified on all bookings
- half day/part-time sessions within standard hours only (Monday to Friday 8.00am to 6.00pm) - part-time session information needs to be identified on all bookings.

Note: sessions of care for casual bookings can only be claimed to the nearest half hour as daily or part day sessions do not apply.

Overnight care

Educators must be approved to provide overnight care to children. Approval is completed by the FDC service office staff. Once approved, all regular overnight care must be booked.

Complying Written Arrangement (enrolment confirmation)

A Complying Written Arrangement (CWA) is an agreement between the department's FDC service and the family to provide care for a child in return for fees.

A CWA includes the following information:

- FDC service name and contact details
- date the arrangement starts
- name of the child and date of birth
- if care will be provided on a routine basis or casual basis
- details of the fees charged.

The BCSC will email a CWA to parents the week before the start date of the booking for new parents and when amendments to current care arrangements have been made.

Parents must accept or decline this arrangement before the care or changes to care arrangements can commence.

Claiming for care provided

For the FDC service to claim CCS on behalf of the family, educators must submit a timesheet for each child in care to the BCSC. The timesheet is processed and submitted through the Australian Government Child Care Subsidy System.

If timesheets are not correctly completed, they will be returned to the educator for correction.

Parents must:

- sign in and out of care daily using their personal identification number (PIN)
- sign the timesheet using their PIN prior to submission to the BCSC
- keep their PIN secure (not to be provided to educators)

Educators must:

- not use their PIN to sign children in and out of care on behalf of the family unless a child arrives into care or leaves care without a family member present, for example when an educator takes/picks up a child to/from preschool or school as authorised by the child's parent
- not use parents PIN to sign children in or out of care or sign timesheets
- ensure all parent-authorized pick up and drop off persons obtain a PIN from the BCSC

- obtain authorisation from the family when someone other than the parent or authorised person is required to pick up or drop of the child
- claim all hours that have been provided including care outside of booked hours - for example, if the booked times are 9.00am to 5.00pm but the parent does not pick up the child until 5.20pm, educators must accurately claim the times the child attended as 9.00am until 5.30pm
- include all relevant fees and charges to calculate the total cost of care
- submit a weekly timesheet for each child to the BCSC by the following Tuesday.

Relatives in care

It is a condition for continued approval of an FDC service that the provider ensures less than 50 per cent of the children an FDC educator is providing care to (within any CCS fortnight at the service), are related to the FDC educator as a niece or nephew, cousin or grandchild/great grandchild. For example, if an educator cares for two grandchildren the educator must also care for three family day care children in the fortnight. All relatives in care must be registered/enrolled with the service and have a booking in place.

Absences

Each child is eligible to receive CCS for an initial 42 absence days per financial year without supporting documentation (this includes public holidays). All absences are paid at the normal rate per hour with CCS and 'parent to pay' amounts remaining the same.

All absences beyond the first 42 will only be paid for 'additional absences' if parents provide evidence that the absence has occurred under a permitted circumstance. Additional absences include the following:

- illness of a child, parent or sibling with a medical certificate
- attendance at preschool – educator must submit [family day care preschool details form](#) to the BCSC.
- an outbreak of infectious disease when the child is not immunised
- temporary closure of a school or preschool
- in accordance with a court order or parenting plan a child spends time with a person other than the individual who usually cares for the child
- periods of local emergency.

Parents will need to seek approval and provide documentation for additional absences through the BCSC.

- If a child does not attend the first or last day/s of care CCS cannot be claimed for the absence.

Circumstances when absences can be reported before a child has started at a service, or after a child's final day of actual attendance at a service.

From 13 July 2020, families can receive Child Care Subsidy for absences from sessions the child was expected to attend that occur up to seven days before a child's first, or after a child's last, physical attendance at a service, for any of the following reasons:

- any of the additional absence reasons (listed in the additional absences section above)
- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill (no medical certificate required if the child has not used 42 absence days)

- the service has changed ownership
- the usual service is closed and the child is attending a different service under the same provider
- a family tragedy (a major event including the death of an immediate family member) has occurred, or the enrolment ceased incorrectly.

Public holiday absences

Educators can report absences for public holidays where:

- the parent has been charged a fee for the days, and
- the public holiday falls on a day that the child would normally be in care, and
- the educator is available on normal care days immediately before and/or after the public holiday in the week the public holiday occurs.

In a situation where the educator has advised they are taking leave and therefore not available to provide care, and a public holiday occurs in that week, a public holiday absence cannot be claimed.

Preschool absences

Educators must complete an FDC Preschool Details Advice (PDA) form for each child that will be attending preschool. If these details change, the educator must complete another PDA form and submit to the BCSC.

Child Care Subsidy

Eligibility requirement for Child Care Subsidy

CCS is an Australian Government payment available to parents to assist with the cost of child care. Parents using child care provided by an approved child care service may be eligible to receive CCS. It is available for children 13 years or under, who do not attend secondary school.

Three main factors determine the level of CCS a family may receive:

- family income – the combined taxable income
- activity test – the participation activity level of the parent/guardian
- hourly rate caps – that apply to the service type.

A family's eligible hours of care are allocated fortnightly, for example, 100 hours per fortnight.

To apply for CCS parents need to:

- create a MyGov account
- complete the Centrelink online CCS assessment.

When parents register/enrol with the FDC BCSC they are made aware of the CCS to assist with the cost of child care. Parents need to apply for CCS before each child commences care.

For eligible parents the Australian Government transfers their CCS entitlement to the BCSC. The BCSC provides the CCS entitlement to parents as a reduction in their FDC services fees. Parents pay their FDC educator the balance of the fees charged by the educator after their CCS fee reduction is applied (known as the parent to pay amount).

For further information refer to the following Australian Government websites:

- [Department of Education Early Childhood and Child Care website](#)
- [Department of Human Services Child Care Subsidy website.](#)

Eligibility requirement for Additional Child Care Subsidy (ACCS)

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children.

There are four different payments under Additional Child Care Subsidy:

1. Additional Child Care Subsidy (child wellbeing)—to help children who are at risk of serious abuse or neglect. The service applies for this subsidy on behalf of the parent.
2. Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren. The grandparent applies for this subsidy through Centrelink.
3. Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship. Parent applies for this subsidy through Centrelink
4. Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work. Parent applies for this subsidy through Centrelink.

When Child Care Subsidy is not paid

The Australian Government will not pay parents CCS in the following circumstances:

- where there is not a genuine liability to pay fees under a CWA (enrolment confirmation)
- if educators charge a fee to reserve a place for a child who has not yet commenced care - for example, a parent wants to start care in 4 weeks and agrees to pay a fee to keep the place until their child starts care (this fee is not able to be claimed under CCS as it is not a direct child care fee)
- for absences when a parent ceases care without giving the educator notice – for example if a parent leaves care without providing the mandatory 2 weeks’ notice prior to the termination of care, CCS cannot be claimed as absences for the fortnight
- for absences claimed on the first and/or last day/s of care. If the child does not attend the first or last day/s of care CCS cannot be claimed for the absence unless the absence meets the requirements above
- for non-standards hours bookings not regularly attended
- if educators are not available to provide care, even if it is booked - if care is cancelled by the educator, for instance if the educator is sick, on holiday, experiencing an emergency, or attending a training course, CCS cannot be claimed for booked care or any part thereof
- for a bond that educators charge a parent
- for care in excess of a parent’s eligible number of hours of subsidised child care
- for a public holiday absence claimed on a temporary booking
- for transporting children without additional care (no less than one hour) provided at the educator’s service before or after the transportation of the child - this includes before and after school or preschool or any other travel

- for 'child swapping' - a practice where an educator, or their partner, will not receive CCS for a session of care provided to their child by another FDC educator on the same day that they themselves provide care for other children, except where an approved exemption applies
- for an educator's or their partner's own children including a foster care child, adopted child, kinship child or a child for which they have legal responsibility
- to an educator's or their partner's brother, sister, half-brother or half-sister, step-brother or step-sister
- where an enrolment has ceased because of 14 weeks of non-attendance
- if a parent travels overseas for more than 6 weeks the child care subsidy will cease and the parent will need to reapply on their return
- for any child/ren residing on the educator's premises.

Charging parents

Bond

Bonds can assist educators if they experience non-payment of fees by parents, fee arrears and losing fees if a parent does not provide an educator with the required notice prior to ceasing care.

An educator can choose to charge a bond as part of their business practices, it is not a service requirement.

Where an educator charges a bond, they must complete the FDC BCSC bond request form ([Appendix 3](#)).

Bonds may be charged in accordance with the following instructions:

- bonds payments must be kept in a separate bank account and funds must be available when a child leaves care and all payments have been reconciled
- the bond for booked care is recommended to be the equivalent of 2 weeks' total cost of care per child
- the bond for casual care is recommended to be \$100 per child
- bonds may be paid by instalments until the full amount has been paid - see FDC BCSC bond payment plan form ([Appendix 4](#))
- bonds are not eligible for CCS payment
- the educator is required to provide a receipt for a bonds
- a bond will not be required where a family is eligible for Additional CCS due to experiencing hardship or in exceptional circumstances, or if children are identified as at risk
- bonds will be returned to the parent when they cease using care and after all fee payments have been deducted
- the bond payment may be used to finalise an outstanding balance for care provided.

The charging of bonds must be clearly outlined in an educator's parent handbook and on their FDC Fee Schedule.

If the parent provides an educator with 2 weeks' notice, attends care on the last day and payments are complete, the educator must return the bond in full when the child finishes care.

Examples of how bonds may be applied can be found at [Appendix 1](#).

Payment of fees

Payments from parents are due and payable on receipt of an invoice from their educator.

In accordance with this procedure the FDC service authorises the educator to act on their behalf to collect the 'parent to pay' portion from parents. Cash is not accepted, families must pay their parent gap fees directly into the educators bank account via an electronic funds transfer (EFT).

The FDC service will forward CCS payments to the educator's nominated bank account when received.

The BCSC will send the educator a fortnightly payment advice detailing the timesheets that have been processed, listing the CCS received and the parent to pay amount for each child in care.

The BCSC will send parents a statement of entitlement showing the care that has been provided, the fees that have been charged and the CCS or ACCS that has been paid.

Invoicing parents

Educators will issue invoices to all parents each fortnight through Harmony Web for educators.

Invoices will be emailed to parents.

Parents are responsible for paying the 'parent to pay' portion of the total fee directly to the educator via an EFT.

Invoices must include the following information:

- FDC service name, address and phone number
- service ABN
- invoice number
- educator's name
- parent's name and address
- child's name
- timesheet week ending date
- total hours
- administration levy
- CCS amount
- total fee
- total payable
- opening balance
- closing balance.

Overdue fees

Where payments are overdue by 7 days and the family is unable to meet fee payments, the educator must complete a Negotiated Outstanding Fee Payment Plan (NOFPP) form ([Appendix 5](#)) in the first instance. This

plan is to focus on clearing the outstanding debt together with meeting payments for ongoing care, allowing care to continue. This form must be emailed to the BCSC when completed and signed by the parent.

Debt collection

Parents who do not agree to complete a NOFPP, or those parent's whose fees are in arrears of the negotiated plan will receive an initial letter of demand from the BCSC requesting payment within 7 days.

Educators must contact the BCSC to inform the scheme officer of families who are in arrears.

The letter will include notification that care may cease and that the debt will be referred to the department.

If payment has not been received within 7 days, care will cease. The bond, if applicable, will be retained and any further debt will be raised in an invoice from the department. The department's debt collection practices will then apply.

If care is terminated, the family will only be able to access care when the debt has been paid in full.

Receipting parents

Educators will issue receipts to all parents for monies received through Harmony Web for Educators.

Receipts include the following information:

- FDC service name, address and phone number
- service ABN
- receipt number
- educator's name
- parent's name and address
- child's name
- timesheet week ending date
- invoice number
- amount applied
- opening balance
- total receipted
- closing balance.

Educators will provide a record of receipts to the FDC service on request.

Termination of care

Two weeks' notice is to be given by either the educator or parent for termination of care. The child must attend the last day of care to be eligible for CCS unless an absence meets the absence requirements above.

Educators may cease care without the two weeks' notice if:

- the NOFPP has been implemented and the parent has failed to comply or

- where the debt collection process has been implemented and the parent or guardian has failed to agree to an NOFPP or
- have not paid their fees in full.

Fraudulent behaviour

Fraudulent behaviour may result in an educator's registration being revoked and/or prosecution by the police. Fraudulent behaviour that relates to CCS includes, but is not limited to, educators who:

- claim for care that did not happen (excluding absences on booked care)
- sign or use a parents' PINs for a booking or timesheet on behalf of the parent
- continue to claim CCS after the child has left care
- use parents' PINs to sign children in and out of care
- lodge a booking for more days or hours than are required.

Feedback

An ongoing approach to seeking and receiving feedback relating to this policy will be used. This includes a specific feedback format and email address to send all feedback to Education.FDCFeedback@sa.gov.au.

Roles and responsibilities

Executive Director

Delegate under the Family Assistance Law.

Endorse any changes to the fee and levy charges and seeks ministerial approval.

Director, Child Care Services

Support oversight of the efficient management of the BCSC program and compliance with associated legislation.

Family Day Care Business and Customer Support Centre

Set the minimum and maximum hourly fees for standard and non-standard hours, overnight and weekend care.

Approve educator fee charging schedules.

Submit accurate and timely information through the CCS system.

Charge and collecting the educator administration levy from the educator.

Collect debts for outstanding payments and supporting educators when parents have care but do not pay the parent to pay amount.

Provide all parents with a fortnightly statement of entitlement showing child care usage, fees and CCS paid.

Cease submission of timesheets through the CCS system if fraudulent practice is suspected and investigate further.

Family Day Care educators

Collect payments from parents and issuing invoices and receipts to parents, as required.

Collect, receipt, hold and refund educator bond payments as appropriate.

Submit a fee schedule to the BCSC for approval 2 weeks prior to implementation.

Provide parents with a service-approved schedule of all fees which may include meals, travel, nappy services, excursions, etc.

Charge parents the same fee for the same service.

Collect the Parent Administration Levy from parents on behalf of the service.

Ensure that parents register/enrol their child with the BCSC before care commences.

Ensure care ceases if parents do not pay the parent to pay amount.

Family Day Care Programs

Monitor, review and evaluate this procedure.

Review this procedure at least once every 3 years to ensure compliance with any legislation and government policy changes.

Review the Family Day Care Fee and Levy Charges annually.

Definitions

approved provider

Department for Education as the approved provider of 12 family day care services.

ACCS

Additional Child Care Subsidy - A payment that provides targeted fee assistance to families and children facing barriers in accessing affordable child care in certain circumstances.

child at risk

A child at risk of serious neglect or abuse and who meets the relevant criteria.

educator

Family day care home-based educator registered with the Department for Education.

FDC service

A Department for Education Family Day Care Service is an Australian Government approved service approved to administer CCS on behalf of parents.

CCSS

Child Care Subsidy System – an Australian Government system linked to Centrelink where timesheets are submitted for CCS calculation for parents.

CCS

Child Care Subsidy – an Australian Government subsidy which assists parents with the cost of child care

fraudulent behaviour

Fraudulent behaviour is a deception made for personal gain. Deception is the act of convincing another to believe information that is not true. Fraud is a serious breach of educator's conditions of registration. If it is proven that fraud has been committed educators may have their registration revoked and could be prosecuted by the police.

fee schedule

Educator documentation of fee charges that they will apply to parents for care.

educator administration levy

A levy that the service charges educators to support the operational cost of the service.

parent administration levy

A levy that the service charges parents to support the cost of administering CCS for parents.

legal responsibility

Legal responsibility is the right to have and to make decisions concerning the day to day welfare and development of a child

Supporting information

[Appendix 1 - Examples of bond scenarios](#)

[Appendix 2 - Family Day Care fee schedule](#)

[Appendix 3 - Family Day Care Business and Customer Support Centre bond request](#)

[Appendix 4 - Family Day Care Business and Customer Support Centre bond payment plan](#)

[Appendix 5 - Family Day Care Business and Customer Support Centre negotiated outstanding fee payment plan](#)

Related legislation

Family Assistance Law is a broad term that encompasses the following legislation:

[A New Tax System \(Family Assistance\) Act 1999](#)

[A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)

[Child Care Subsidy Minister's Rules 2017](#) (Minister's Rules)

[Child Care Subsidy Secretary's Rules 2017](#) (Secretary's Rules)

Any other instruments (including regulations) made under the [A New Tax System \(Family Assistance\) Act 1999](#) and the [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)

Schedules 5 and 6 to the [A New Tax System \(Family Assistance and Related Measures\) Act 2000](#).

All approved child care providers must be familiar with and comply with the legislation and legislative instruments that form Family Assistance Law

Related policies

[Family day care operations policy \(PDF 329KB\)](#)

[Service management in family day care standard \(PDF 326KB\)](#)

[Fraud, corruption, misconduct and maladministration control policy \(PDF 640KB\)](#)

Record history

Published date: July 2023

Approvals

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Status: approved

Version: 2.0

Policy officer: Business Manager, Family Day Care Business and Customer Support Centre

Policy sponsor: Director, Child Care Services

Responsible executive director: Head of the Office for the Early Years

Approved by: Head of the Office for the Early Years

Approval date: 25 May 2023

Review Date: 25 May 2026

Revision record

Version: 2.0

Approved by: Head of the Office for the Early Years

Approved date: 25 May 2023

Review date: 25 May 2026

Amendment(s): Major edit to incorporate the new Child Care Subsidy requirements implemented 2 July 2018 including invoicing, receipting, bad debts and Complying Written Agreements. To incorporate the requirement for all educators to electronically submit attendance records and amended contracts via Harmony Web by 30 April 2019.

Version: 1.1

Approved by: Senior Executive Group

Approved date: 20 March 2017

Review date: 20 March 2020

Amendment(s): Minor edit.

Version: 1.0

Approved by: Head of the Office for the Early Years

Approved date: February 2016

Review date:

Amendment(s): New procedure developed to meet the requirements of the Education and Care Services National Regulations 2011 Regulation 168 and related Family Assistance Laws. Introduction of the departments FDC fee schedule and fee and levy charges as result of:

- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations
- [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)
- [Child Care Benefit \(Eligibility for Approval and Continued Approval\) Determination 2000](#)

Contact

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Phone: 8343 6533

Appendix 1 – Examples of bond scenarios

Child has a booking for care: 3 days per week/10 hours per day = 30 hours per week

Educator fee: \$8.50 per hour

Total bond = 8.50 x 30 hours per week = \$255 per week full fee or \$510 per fortnight full fee

Parent to pay fee is \$255 per week less the parent's CCS entitlement if applicable

Parent pays the \$510 bond before care commences or arranges a payment plan.

Scenario 1: Parent ceases care without notice

- The parent ceases care without 2 weeks' notice - fee payments are up to date.
- Educator submits a timesheet for 2 weeks absences and informs the BCSC that CCS does not apply as absences cannot be claimed at the end of care.
- The BCSC submits the timesheets through the CCS system.
- Educators pay advice (Harmony) shows full cost of care to parent - no CCS applied. Parent is invoiced for full cost of care \$510.
- If the parent pays the invoice the educator would refund the bond in full to the parent.
- If the parent doesn't pay the invoice the educator would retain the bond for this debt and receipt the bond amount of \$510.

Scenario 2: Parent ceases care and provides required notice but has outstanding fees

- Parent gives two weeks' notice to cease care, attends last day of care but fee payments aren't up to date.
- Educator submits a timesheet for 2 weeks of care and CCS would apply.
- The BCSC submits the timesheets through the CCS system.
- Educators pay advice (Harmony) shows parent to pay amount after reduction for CCS for the 2 weeks. Parent is invoiced for current fortnight parent to pay amount plus any outstanding fees.
- If the parent pays the invoice the educator would refund the bond in full to the parent.
- If the parent doesn't pay the invoice or part pays the invoice, the educator would retain sufficient bond to cover the outstanding debt, inform the parent of this action, receipt the retained bond amount and refund the remaining bond.

Scenario 3: Parent ceases care and provides required notice and has no outstanding fees – negotiates to use bond for parent to pay amounts

- Parent gives four weeks' notice to cease care, attends last day of care - fee payments are up to date.
- During last 4 weeks the Educator submits timesheets for 2 x 2 weeks of care and CCS would apply.
- The BCSC submits the timesheets through the CCS system.
- Educators pay advice (Harmony) shows parent to pay amount after reduction for CCS for the 2 x 2 weeks. Parent is invoiced for current fortnight parent to pay amount after reduction for CCS and the educator receipts the bond against this invoice.
- The parent is reimbursed any bond remaining after fees have been paid in full and care has ceased.

Appendix 2 - Family Day Care fee schedule



Educator fee schedule

Complete this form when you change your fees.

Your new fee schedule must be approved by the Business and Customer Support Centre (BCSC).

Email the completed form 2 weeks before the start date to the BCSC – educationfdcbusiness@sa.gov.au.

Educator details

Scheme name: _____

First name: _____ Last name: _____

Start date: (must be a Monday) _____

Regular week hourly fee

Type of fee	Fee per hour (\$)		Administration levy per hour (\$)		Total cost per hour (\$)
Monday to Friday 8am to 6pm		+		=	
Monday to Friday (after hours) 6pm to 8am		+		=	
Saturday		+		=	
Sunday		+		=	

Public holiday hourly fee

Type of fee	Fee per hour (\$)		Administration levy per hour (\$)		Total cost per hour (\$)
Public holidays – 8am to 6pm		+		=	
Public holidays (after hours) – 6pm to 8am		+		=	



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Transport fee

Fee per km (\$)		Fee per trip (\$)
	or	

Meal and snacks fee – if not included in hourly fee

Type of fee	Fee (\$)
Breakfast	
Lunch	
Dinner	
Morning snack	
Afternoon snack	

Hourly sessions

I charge sessions or a minimum number of hours between Monday to Friday 8am to 6pm.		Yes or no (circle your choice)
Session 1 from: _____ am/pm To: _____ am/pm Session 2 from: _____ am/pm To: _____ am/pm	or	a minimum of _____ hours per day

Bond sessions

I charge a bond at the beginning of care.	Yes or no (circle your choice)
The amount of the bond will be reimbursed at the end of care if all outstanding child care fees have been paid.	Bond amount (\$) _____



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Other fees and charges

Type of fee or charge (please list)	Fee (\$)

Educator Acknowledgement

I agree the above fee information to be true and correct.	Yes or no (circle your choice)
---	--------------------------------

Educator signature: _____ Date: _____

Approval details

Business and Customer Support Centre (BCSC)

The proposed fee details are within the fee and charging policies and procedures.	Yes or no (circle your choice)
---	--------------------------------

BCSC representative full name: _____

BCSC representative signature: _____ Date: _____



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Parent or carer approval for paying gap fees

Parent gap fees must be paid electronically into an educator’s bank account for a family to remain eligible for Child Care Subsidy. This is known as an electronic funds transfer (EFT). Cash will no longer be accepted for payment of gap fees.

The below parent or carer signature acknowledges that the parent or carer has been informed of and agrees to pay the fees in this fee schedule through an EFT payment.

Parent or carer full name	Signature	Date



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Appendix 3 - Family Day Care Business and Customer Support Centre bond request

Service: _____ Educator name: _____

A bond payment equivalent to 2 weeks' full fee of booked care or a \$100 bond for casual care must be paid before Family Day Care (FDC) services can start providing regular care services.

Parent name: _____

Child/ren's name:

1. _____ \$ _____
(first name) (surname)

2. _____ \$ _____
(first name) (surname)

The total bond payment required for your child/children is \$ _____

If you are unable to manage full payment before the FDC service provides care, you will need to start and sign a FDC bond payment plan to pay the bond in instalments, together with the ongoing weekly charge. Please speak to your educator if required.

Please note:

- the bond payment is not eligible for Australian Government childcare assistance
- the bond monies will be returned when you no longer need the service and after all fee payments have been deducted
- the bond payment may be used to finalise an outstanding balance for care provided.

Contact the Family Day Care Business and Customer Support Centre on 8343 6533 if you have any queries.

Appendix 4 - Family Day Care Business and Customer Support Centre bond payment plan

Service: _____

I _____ acknowledge a bond payment equivalent to **2 weeks'**
(Parent/guardian full name)

full fee of booked care or \$100 for casual care must be paid before regular care can commence.

Outstanding bond

I understand I have an outstanding bond payment of \$ _____

I wish to apply to make regular payments of \$ _____

on a _____ basis, with the first payment due on _____

(eg weekly/fortnightly)

(date)

I understand that these payment arrangements are *in addition to* my weekly charge and if payments are not received, care services will cease.

Parent/guardian signature _____

Date _____

Educator signature _____ **Date** _____

Please contact the Family Day Care Business and Customer Support Centre on 8343 6533 if you have any queries.

Appendix 5 - Family Day Care Business and Customer Support Centre negotiated outstanding fee payment plan

I _____ acknowledge that payment for childcare provided
(Parent/guardian full name)

by _____ is due and payable immediately.
(Educator name)

Outstanding fees

I understand that I have an outstanding fee debt of \$ _____

I wish to apply to make regular payments of \$ _____

which consists of \$ _____ existing weekly cost of care plus a \$ _____ additional payment on a _____ (weekly/fortnightly) basis, with the first payment due on _____ (date).

I understand and agree to comply with the following conditions:

- If payments are not made as per this arrangement the FDC service will no longer provide care.
- Additional care will not be contracted or provided until the debt is cleared.

Parent/guardian signature _____ Date _____

Educator signature _____ Date _____

Contact the Family Day Care Business and Customer Support Centre on 8343 6533 if you have any queries.