



FEES PROCEDURE

FDC

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Business Division Owner	Early Childhood Education and Care (ECEC)		
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VERSION CONTROL

Version	Description of Revision	Date Effective	Owner
v.0	First Release	01/11/2012	EM SD
2.0	Reviewed	01/02/2021	EM SD
3.0	Reviewed	March 2025	Not published
3.1	<p>Updated and reviewed; Fully restructured. Replaces Harmony Web procedure. Bad Debt Procedure, Renumbered to ECEC-FDC-02-09-POL Owner Updated to Executive Manager ECEC Scope and purpose updated to align with values statement and ECEC Fees Policy. Definitions added e.g. CCS, Gap Fee, RedPay, Trial Period. Roles and responsibilities clarified Educators do not collect fees; Y WA centrally manages all payment and debt recovery. Pay gap via RedPay, centrally managed CCS, statements. Introduces 8 guiding principles: Transparency; Fairness; Independent Contractors; Centralised Management; Compliance & Risk ; Quality & Accessibility; Consistency; Responsibility. Fee management lists acceptable fee types (hourly, sessional, etc.), Price fixing (Collusion) prohibited. Updated recordkeeping, debt recovery Service-led; Educators initiate contact, but service manages follow-up.</p>	07/07/2025	EM EYL

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1. PURPOSE

Y WA believes in fairness, transparency, and responsible stewardship in the delivery of services that support families and communities.

This fee procedure sets out the Y WA Family Day Care (FDC) Service’s approach to compliance obligations under Family Assistance Law and the Education and Care Services National Law (National Law), including the setting, communication, collection, and management of fees. It supports transparency and accountability in fee management, ensuring that all stakeholders including families understand their roles and responsibilities in payment and collection of monies for care provided.

The Y WA FDC Service recognises that Educators operate as independent contractors who set their own fees and days of operation within legislative and Y WA guidelines.

This procedure confirms that all invoicing, receipting, and debt recovery processes are centrally managed by Y WA. This supports consistency and financial sustainability across the service.

2. SCOPE

This procedure applies to FDC service staff, Educators and families engaged with Y WA’s FDC Service.

This procedure forms part of a suite of documents governing the management of fees and financial arrangements at Y WA, including the *Y WA Fees Policy ECEC* and ensuring consistency and compliance across all YWA services.

3. DEFINITIONS

Term	Definition
Child Care Subsidy (CCS)	A government payment that assists eligible families with the cost of approved childcare. CCS is paid directly to the service and passed on as a fee reduction.

Term	Definition
Educator Levy	A service fee deducted from CCS payments or invoiced directly to Educators by the Y WA Family Day Care Service.
Family Assistance Law	Collective term for : New Tax System (Family Assistance) (Administration) Act 1999 Child Care Subsidy (Eligibility for Approval and Continued Approval) Determination 2000
FDC Educator	An approved Educator contracted by Y WA Family Day Care to provide education and care in their home under the National Law and Regulations.
Gap Fee	The portion of the total childcare fee not covered by Child Care Subsidy (CCS), which is payable by the parent or agency.
Harmony Web	The software platform used by Y WA to manage bookings, attendance, payments, and CCS compliance for FDC services.
Parent	The person or organisation responsible for paying the full cost of childcare fees, including any gap not covered by Child Care Subsidy.
RedPay	Y WA's approved direct debit service for collecting family payments (gap fees) securely and automatically.
Statement of Entitlement	A formal statement provided to families detailing sessions of care, CCS entitlements, and fees charged, in accordance with Family Assistance Law.
Y WA	Approved provider: The legal entity (YMCA Family Day Care Service) that holds provider approval under the Education and Care Services National Law to operate the Family Day Care Service.
Y People	Y WA Staff, volunteers, contractors, volunteers, students, and

Term	Definition
	assistants.

4. ROLES AND RESPONSIBILITIES

Role Title	Responsibilities
FDC Educator	<ul style="list-style-type: none"> • Harmony Web is our chosen third-party software required to be used by all Educators for record keeping in relation to attendance records and fees. A Harmony Web user account will be set up for each Educator upon commencement. • Set and apply a consistent fee schedule that reflects the full cost of education and care. • Develop a fee schedule using the service’s approved form and submit it for written approval prior to implementation or any changes. • Provide families or agencies with the approved current fee schedule during the enrolment interview or prior to care commencing. • Clearly communicate the full cost of care (including any gap fees) to families at enrolment. • Provide a minimum of two weeks’ written notice for any changes to the fee schedule. • Present weekly attendance records to families for signing upon arrival and departure. • Educators must not share, modify, or complete attendance records on behalf of parents. • CS compliance requires Educators to submit session times exactly as care occurred, including absences and public holiday care where applicable.

Role Title	Responsibilities
	<ul style="list-style-type: none"> • Submit signed attendance records to the service by 10:00 am each Monday. . • Comply with the two-week written notice requirement for cancellation of care unless waived. • Do not collect fees directly from families; Y WA centrally manages all payment responsibilities. <p>Commence initial communications regarding any unpaid fees owing by the family, prior to debt recovery action taken by the service.</p>
Parent	<ul style="list-style-type: none"> • Read and acknowledge the full cost of care and receive a copy of the Educator’s approved fee schedule during the enrolment process. • Apply for and maintain Child Care Subsidy (CCS) through MyGov. • CCS enrolment must be confirmed by the enrolling parent before any subsidy can be applied. • Confirm agreed booked days and times of care with both the Educator and service. • Complete Direct Debit form via RedPay prior to commencing care. • Sign children in and out of care using the allocated guardian Harmony PIN (not to be shared). • Pay fees as invoiced by the service using approved methods (e.g. RedPay). • Respond to any notification of overdue payments as communicated by the Family Day Care Educator or Service. <p>Follow the agreed notice period for cancellation of care, unless</p>

Role Title	Responsibilities
	waived by the service.
Y WA Family Day Care Service	<ul style="list-style-type: none"> • Harmony Web is our chosen third-party software for all record keeping in relation to attendance records and fees. • Upon induction, provide training to Educators outlining software capabilities and service expectations. • Provide clear guidance to Educators on how to set, apply, and communicate their fee schedule. • Approve fee schedules in writing prior to their implementation and maintain confidentiality of individual Educator fees. • Y WA submits session reports to the Department of Education based on weekly attendance records. • CCS entitlements are processed and passed on to families as a fee reduction via the invoice. • Centrally manage all invoicing, receipting, account monitoring, and formal debt recovery processes. • Provide families with weekly Statements of Entitlement, invoices and receipts through Harmony Web. • Forward CCS payment to Educators weekly in arrears upon receipt. The service will then forward the remaining parent gap fee in arrears as paid. All payments received will be released to Educators on Wednesdays. Deduct Educator levies and software subscription fees (deducted from CCS or invoiced if no subsidy applies) and notify Educators of changes with at least two weeks' notice. • Issue a weekly Payment Advice to Educators. • Address non-compliance with fee procedures and provide appropriate support or intervention. • Waive notice periods if a formal grievance is acknowledged.

Role Title	Responsibilities
	The service monitors CCS compliance and assists families with general enquiries but cannot act on their behalf for MyGov matters.

5. PRINCIPLES

These principles guide all decision-making and activities related to fee management within Y WA’s FDC Service.

1. Transparency and Accountability

The Y WA intends that all stakeholders (Educators, parents, service staff) are clearly communicated fee structures, payment obligations, and compliance requirements. Fee schedules and responsibilities are documented to avoid disputes.

2. Fairness and Equity

Fee-setting practices must be equitable, non-discriminatory, and consistently applied. Educators set their own fees, these are approved by Y WA prior to implementation.

3. Independent Contractors

The Y WA acknowledges that approved Educators operate as independent contractors registered with our Service. They set their own fees and days of operation.

4. Centralised Management

All invoicing, receipting, payment processing, and debt recovery functions are managed centrally by Y WA. Educators do not collect fees or manage payment arrangements. This model ensures financial accountability and reduces administrative burden on Educators.

5. Compliance and Risk Management

Fee-related processes are aligned with Family Assistance Law, the Education and Care Services National Law and Regulations, and other applicable legislation. Procedures are designed to prevent fraud, protect against financial

risk, and ensure appropriate record keeping.

6. Quality and Accessibility

The service strives to ensure that families can access quality education and care through clear, fair, and sustainable financial arrangements. Information about payment options, subsidies, and support is readily available.

7. Consistency and Standardisation

The policy provides a uniform approach to fee collection, administration, and dispute resolution, ensuring that all Educators and parents follow and are supported by the same rules and expectations.

8. Responsibility and Support

Educators, families, and service staff each have defined responsibilities in relation to fees. The service provides appropriate training, resources, and support to uphold these responsibilities and address non-compliance where needed.

6. CHILD CARE SUBSIDY (CCS)

The Child Care Subsidy (CCS) is a Commonwealth Government initiative that reduces the cost of approved childcare for eligible families. The Y WA Family Day Care Service is an approved CCS provider and complies with all obligations under Family Assistance Law.

7. ENROLMENT AND ORIENTATION TRIAL PERIOD

(See Enrolment and Orientation Procedure)

8. FEE SCHEDULE

8.1 Approval

All fee schedules must be submitted to the service for written approval before they are applied.

8.2 Fee Consistency

Educators must apply their approved fee schedule equitably and without discrimination.

8.3 Fee Setting

Educators may include hourly, daily, sessional, or non-standard rates, and account for factors such as:

- Educator qualifications and experience;
- Hours of care (e.g. overnight, weekend, extended hours);
- Age of children;
- Provision of meals, nappies, transport, or other inclusions.
- Late collection;
- Public holiday charges.

8.4 Availability

Fees are not charged if the Educator is unavailable.

8.5 Public Holidays

Educators must clearly include their public holiday charging arrangements in their fee schedule.

8.6 Price fixing

Collusion between Educators in setting fees is strictly prohibited under the Competition and Consumer Act.

9. NO CHARGE FOR UNPLANNED CLOSURES

9.1 If the Educator is unavailable due to illness or other unplanned circumstances (not including a standard public holiday closure), no fee is charged for that day.

9.2 Educators are encouraged to provide a minimum of two weeks' notice to families of intended closure.

10. PUBLIC HOLIDAY ARRANGEMENTS

10.1 Families must be advised in advance of the Educator's availability and applicable

fees for public holidays.

10.2 .Educator Available

If a child is booked to attend care on a public holiday and the Educator is available to provide care, the Educator may charge their nominated public holiday rate, as listed in their approved fee schedule.

10.3 Educator Unavailable

If an Educator chooses not to provide care on a public holiday and a child is normally booked on that day, the standard fee still applies, in line with the contracted booking.

11. PAYMENT METHOD REDPAY

All payments must be made via RedPay or another approved method of Electronic Funds Transfer (EFT). Cash payments are not permitted under any circumstances.

12. STATEMENT OF ENTITLEMENT

12.1 The Statement of Entitlement is a key compliance requirement under Family Assistance Law. It ensures families are kept informed about sessions of care, fee charges, and CCS entitlements.

The parent will automatically receive a weekly invoice and Statement of Entitlement generated by Harmony Web based on submitted attendance and session reports.

Educators must not issue their own Statements of Entitlement or attempt to modify official CCS-related documentation.

The parent is responsible for reviewing their Statement of Entitlement and notifying the service of any discrepancies and paying the gap fee.

13. . RECORDS

Maintaining accurate records is essential for compliance with Family Assistance Law, CCS processing, and the efficient operation of the Family Day Care

Service.

13.1 Record Retention

Attendance and fee-related records are retained by the service for a minimum of three years after a child's last day of attendance in accordance with regulatory requirements, or Y WA record keeping policy whichever is the longest.

Educators must also retain their own service-related records in a secure and confidential manner and provide access to these records upon request by the service or regulatory bodies.

14. DEBT MANAGEMENT

14.1 The Y WA Family Day Care Service is responsible for managing all invoicing, receipting, and debt recovery processes. Educators do not collect fees directly. The service will issue weekly reports to inform Educators of current family account balances and/or any outstanding payments.

14.2 Debt recovery processes are designed to be transparent, and consistent with Family Assistance Law.

14.3 Families experiencing financial difficulty are encouraged to contact the service early to discuss payment options or seek support. The service considers each case individually and aims to resolve outstanding accounts in a respectful and supportive manner.

15. DEBT RECOVERY

15.1 Initial Notification (fees one week overdue)

- In the event of non-payment of an invoice, the outstanding amount owing by a family will automatically accumulate on the weekly invoice issued via RedPay.
- If a payment is not received by the due date, the service will contact the Educator in writing to notify them of the outstanding amount. The Educator is accountable for communicating to the family the requirement to have funds available for the pending direct debit.

- Educators are not permitted to create or negotiate repayment plans or refer families to third parties. This will be a responsibility of the service.

15.2 Secondary Notification (fees two weeks overdue)

- In the event of two consecutive invoicing periods without payment, the service will contact the family directly in writing to notify them of the outstanding amount. The Educator will be included in this communication for their awareness.
- Families may be offered the option to enter a short-term payment arrangement. This includes agreed repayment amounts and timelines.

15.3 Final Notice (fees three weeks overdue)

- If no resolution is reached and the account remains overdue, a final notice is issued advising of the consequences of continued non-payment.
- Care will be suspended until payment is resolved, either by payment made in full or signing a payment plan schedule.
- Families with unresolved debt may not be transferred to another Educator within the service until the account is settled.
- If the debt is not settled within a reasonable timeframe, the matter may be referred to Y WA’s appointed Debt Recovery Agent.
- Any additional fees associated with debt collection will be the responsibility of the parent.

16. RELATED LEGISLATION AND STANDARDS

Legislation/Standard
Education and Care Services National Law (WA) Act 2012
Education and Care Services National Regulations, 2012
Competition and Consumer Act (Cth) Section 45
Department of Education

Collectively referred to as Family Assistance Law:

New Tax System (Family Assistance) (Administration) Act 1999

Child Care Subsidy (Eligibility for Approval and Continued Approval) Determination 2000

17. SUPPORTING DOCUMENTS

Document ID	Document Title
SD-FDC-03-14-PROD	Enrolment procedure FDC
SD-FDC-02-04-PROD	Records Management Procedure.pdf
	Additional Child Care Subsidy Procedure.pdf
	FDC Educator Handbook
SD-FDC-02-08-PROD	Grievance Procedure

18. FEEDBACK

Feedback on this procedure must be directed to the EM ECEC.