

1. Policy Statement

SPLASH is committed to providing a transparent, fair, and inclusive fee structure that supports all families to access quality education and care. We ensure that all fees are clearly communicated, consistently applied, and managed in accordance with legislative requirements.

We work in partnership with families to support timely payments and offer flexibility where required, while maintaining sustainable service operations.

The SPLASH service sets fees based on a balanced annual budget to meet the income required to provide quality care for children and families. We strive to ensure that our service is affordable and accessible to families in our community.

The service uses a software package specifically designed to process bookings, attendances and produce a statement to show family fees. This package is approved for the Australian Government by the Department of Education.

SPLASH management will support families by providing relevant information as it becomes available, but families are responsible for liaising with the Family Assistance Office as needed.

2. Background

The Education and Care Services National Regulations require approved providers to ensure policies and procedures are in place for the payment of fees and the provision of statements of fees charged by the service.

This policy ensures that SPLASH meets its obligations while supporting families to understand and meet their financial responsibilities. SPLASH is a not-for-profit service funded primarily by fees collected from families. The service manages a limited number of government-subsidized Child Care Subsidy (CCS) places, adhering to Australian Government regulations.

3. Legislative requirements

| SECTION/REGULATION | DESCRIPTION |
|--------------------|--|
| Section 2A | Paramount consideration- safety, rights and best interests of children |
| Regulation 111 | Administrative Space |



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|----------------|--|
| Regulation 168 | Education and Care service must have policies and procedures |
| Regulation 170 | Policies and procedures must be followed |
| Regulation 171 | Policies and procedures to be kept available |
| Regulation 172 | Notification of change to policies or procedures |

4. Principles to inform our Policy

- We are committed to providing all families the opportunity to enrol their children. We aim for our fees structure to be fair and we accommodate payment plans for families requiring greater flexibility.
- We value our families and ensure there is two-way communication with them at all times. We ensure they are familiar with our fees at enrolment and we provide at least two weeks' notice of any changes to the fee structure.
- We prioritise good governance and quality management. Our fees structure is clear and transparent, and our systems and practices ensure that payments are processed correctly and receipts and statements are provided to families.

5. Key Terms

| TERM | DEFINITION | Source |
|--|---|---|
| ACECQA - Australian Children's Education and Care Quality Authority | The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children. | ACECQA.gov.au |
| Child Care Subsidy | The main Australian Government payment to assist families with the costs of education and care for their children. It is, with some exceptions, paid directly to providers to be passed on to families as a fee reduction. | https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook |



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|-----------------------------|---|-------------------------------|
| | Families make a co-contribution to their fees and pay the provider the difference between the fee charged and the subsidy amount. | |
| Gap Fee | The difference between the full fee and the Child Care Subsidy amount, payable by families | |
| Notice period (fees) | The length of time stipulated by a service to notify families before making any changes that will affect the fees charged or the way in which fees are collected. The notice period must be at least 14 days. | National Law (Regulation 172) |

6. Links to Other Policies

- Enrolment and orientation
- Governance and management
- Privacy Policy

7. Induction and Training

All staff involved in administration of fees will receive:

- Induction on this policy and procedures
- Training in CCS processes and software systems
- Ongoing updates when changes occur

8. Policy Review

Last review: March 2026

Next review: March 2027



Procedural Guidelines

1. Reference to Policy and Philosophy

These procedures support the SPLASH Fees Policy and reflect the service's commitment to fairness, transparency, and strong partnerships with families.

2. Procedures

2.1 Fee Structure (see APPENDIX A)

SPLASH will:

- Provide a clearly documented fee schedule including:
 - session fees (before school, after school, vacation care)
 - casual vs permanent bookings
 - additional charges (late collection, excursions, consumables)
- Ensure families are informed of:
 - all applicable fees at enrolment
 - any additional or optional costs
- Review fees annually as part of budget planning

2.2 Notification of fee changes (Regulation 172)

Families will be given a minimum of 14 days written notice of:

- changes to fees
- changes to payment processes

Notification will occur via:

- email
- parent communication platforms
- written notices where required



2.3 Payment of fees/accounts

- SPLASH invoices are issued in arrears weekly in the week following care. Bookings are charged via a software program and then sent to the Department of Education and Training for processing, where CCS or Additional Child Care Subsidy entitlements are applied if applicable before we email your invoice to you.
- Invoices will be emailed to your chosen email address; however, a printed copy can be sent to account holders upon request.
- Invoices contains details of your child's weekly bookings and charges incurred, including breakfast, late collection charges, hat borrowing fee and any others applicable to the week. If you have registered your Centrelink Reference Numbers with SPLASH, additional information will be provided on your invoice, such as absences for the year, CCS percentages, and the number of children you have in care.
- Account information is confidential and is accessed only by the Business Leader and SPLASH management.
- SPLASH is a self-funded program and, as such, all fees must be paid weekly unless a prior arrangement has been made with the Business Leader. Payment may be made at the St Paul Lutheran School front office or via bank transfer.

2.4 Child Care Subsidy (CCS)

A Child Care Subsidy is available to families approved by the Family Assistance Office. Information relating to the rebates can be sourced from the Family Assistance Office or the SPLASH Director.

SPLASH will:

- Apply CCS in accordance with Australian Government requirements
- Provide statements showing:
 - full fee amount
 - CCS applied
 - gap fee payable

Families are responsible for:

- maintaining CCS eligibility



- ensuring enrolment details are correct with Centrelink

2.5 Fee Statements (Regulation 168)

SPLASH will provide families with weekly statements that include:

- child's name
- dates and sessions of care
- fees charged
- CCS applied
- absences
- additional charges

Statements will be:

- emailed to families
- available in print upon request

2.6 Bookings and Cancellations

Bookings can be made through the Spike Childcare App or by contacting the SPLASH office at (08) 7078 8541 or 0408 838 637. If no answer, please call the school office at (08) 8260 2655.

Except for ongoing term or yearly bookings all bookings should be made using the Spike Childcare App. Vacation Care bookings can only be made via the App. Details of the app are available upon enrolment and on your weekly invoice.

Bookings for SPLASH should in the first instance be made on the SPLASH Booking Form at the beginning of each year, or upon enrolment to the service. Account holders can make changes and manage their bookings using the Spike Childcare App. Booking changes can also be made by contacting the Splash email directly any bookings made with less than 7 days' notice will be charged at a casual rate

A minimum of 48 hours' notice is required for cancellation of before and after school care bookings. Cancellations made after this time will be charged as an absence.



Notice required for cancellations of Vacation Care and Pupil Free Days will be up to 7 days prior to the booking and will be outlined on the booking forms for each individual program.

Late collection fees apply for collection after service closing time. Fees are charged per minute per family; and recorded and included in weekly statement.

2.7 Debt Management

Account holders are liable for the payment of all fees charged by SPLASH.

SPLASH reserves the right to suspend access to the service until unpaid debt is recovered and an approved payment plan is arranged and approved by the business manager.

Any accounts with an outstanding balance of \$500 or more will be flagged and discussed with the business manager. Additionally, unpaid fees may be referred to a debt collection agency.

If fees are overdue:

1. Week 1: a reminder issued
2. Week 2: Follow-up communication
3. Ongoing:
 - Meeting arranged with the family
 - Payment plan offered
4. If unresolved:
 - Account may be suspended
 - Debt may be referred for recovery

2.8 Hat fees

- During the months of September through to May it is compulsory to wear a hat whilst outside due to high UV levels.
- All children attending Splash must have a hat with them.
- They may bring their hat from class, a separate hat brought from home or purchased one from Splash at a cost of \$15.00.
- Children will not be able to return to class once Splash has started to collect their school hat. If a child needs to borrow a hat from the spare Splash supplies a charge of \$2.00 a day will be charged to cover laundry costs.



3. Roles and Responsibilities

| ROLE | RESPONSIBILITIES |
|-----------------------------|--|
| Approved Provider | <ul style="list-style-type: none"> • Ensure that obligations under the Education and Care Services National Law and National Regulations are met • Set fees for children to enrol at the service and ensure policies and procedures are in place relating to the fee schedule and payment options • Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Payment of service fees and provision of a statement of fees charged by the service policy and procedures • Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection • Notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ affect the fees charged or the way they are collected or ○ significantly impact the service's education and care of children or ○ significantly impact the family's ability to utilise the service. |
| Nominated Supervisor | <ul style="list-style-type: none"> • Ensure that regulatory obligations are met in relation to payment of fees • Implement procedures for the payment of service fees • Communicate 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 (e.g. from your jurisdiction) will be applied ○ Notice periods ○ How they can access copies of statements/receipts ○ Financial hardship considerations and payment plans. • Ensure families receive receipts for fees paid • Ensure ongoing communication with families about their account • Monitor the application of the Child Care Subsidy or other government subsidy. |



| | |
|-------------------------------------|--|
| Educators | <ul style="list-style-type: none"> • Be familiar with the Payment of service fees and provision of a statement of fees charged by the service policy and procedures • Support families to approach the person whose role it is to collect fees with any fee-related questions. |
| Finance/Administration Staff | <ul style="list-style-type: none"> • Process invoices and payments • Maintain accurate records • Issue statements |
| Families | <ul style="list-style-type: none"> • Ensure they understand the service's fee requirements and expectations at enrolment and any ongoing changes • Meet the fee requirements • Raise any fee-related questions with the person responsible for fee collection at the service. |

4. Induction and Training

All staff involved in administration of fees will receive:

- Induction on this policy and procedures
- Training in CCS processes and software systems
- Ongoing updates when changes occur

5. Monitoring, evaluation and Review

This procedure will be reviewed annually or earlier if:

- legislative changes occur
- operational needs change

Review will involve:

- SPLASH Management
- School Leadership
- Any feedback from families for consideration

6. Procedure Review

Last reviewed: March 2026

Date for next review: March 2027



APPENDIX A

SPLASH Fee Schedule (as at October 2025)

Before School SPLASH

Full rates are charged if the child attends for any part of the session.

Any bookings made with less than 7 days' notice will be charged at a casual rate

| | | |
|--|-------------------|-------------------------------|
| Permanent Session 7:00am – 8:30am | \$13.00 per child | Government subsidies apply |
| Casual Session 7:00am – 8:30am | \$15.00 per child | |
| Breakfast Available 7:00am – 7:45am | \$5.50 per child | No government subsidies apply |
| Hat borrowing charge | \$2.00 per child | |

After School SPLASH

Full rates are charged if the child attends for any part of the session.

Any bookings made with less than 7 days' notice will be charged at a casual rate

| | | |
|--------------------------------------|---------------------------------|--|
| Permanent Session 3:15pm – 6:15pm | \$21.75 per child | Afternoon snack included Government subsidies apply |
| Casual Session 3:15pm – 6:15pm | \$23.95 per child | |
| Late Collection Fee after 6:15pm | \$2.50 per minute/per family | No government subsidies apply |
| Hat borrowing charge | \$2.00 per child | |

Vacation Care and Pupil Free Days

Full rates are charged if the child attends for any part of the session.

| | | |
|--|-------------------|--|
| Full Day Session: In House Day 7:00am – 6:15pm | \$70.00 per child | Afternoon snack included Government subsidies apply |
| Full Day Session: Incursion Day 7:00am – 6:15pm | \$80.00 per child | |



**St Paul
Lutheran School**

St Paul Lutheran School- SPLASH

Payment of service fees and provision of a statement of fees charge
by the service Policy and Procedures

March 2026

| | | |
|--|---------------------------------|-------------------------------|
| Full Day Session: Excursion Day 7:00am – 6:15pm | \$90.00 per child | No government subsidies apply |
| Late Collection Fee after 6:15pm | \$2.50 per minute/per family | |
| Hat borrowing charge | \$2.00 per child | |

Note: Additional fees may apply for special events or excursions at times.
This information will be provided to families on the program and permission forms.

Living and Learning Together in Christ

44 Audrey Avenue, Blair Athol, South Australia 5084

T 08 8260 2655 **E** admin@stpaulba.sa.edu.au

W stpaulba.sa.edu.au / ABN 84 648 346 828

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A Christ-Centred Community of K-12 Lutheran Schools