

Background

The Department of Education, Skills and Employment (DESE) governs the ways Child Care Centres manage the collection of fees and discounts that can be provided to families. From 2022 Approved Providers can offer a discount to employees and report the full fee. This will ensure the employee's childcare subsidy entitlement is not affected.

Policy statement

This policy details Sunkids Children's Centres procedure in relation to Grandparents that work for Sunkids and wanting to enrol their biological Grandchildren into a Sunkids Centre. Outlined in this policy is how to apply for Grandparent discount.

Strategies and practices

The Grandchild's family (account holder) must be eligible to receive CCS - childcare subsidy and must make a co-contribution to their childcare fees. They do this by paying the difference between the provider's fee and the CCS amount. This is known as the gap fee.

CCS is usually calculated on the actual fee a family is charged, after any discounts are applied. This change allows discounts to be applied for Grandparents that are employed at Sunkids Children's Centres after CCS has been applied.

GENERAL FEES

- The Service has a flat fee which will be provided to the Grandparent if their biological Grandchildren's family are choosing to enroll their child at Sunkids.
- Employees should not accept enrolment at the Service if they are unable to meet their fee obligations.
- Fees are charged for each session of care and vary depending on each family's eligibility for ChildCare Subsidy (CCS).
- CCS is paid directly to the Service and is applied as a fee reduction which is visible on each family's Statement of Entitlement.

ADDITIONAL DISCOUNT FOR EMPLOYEES OF SUNKIDS CHILDREN'S CENTRES

- All employees that are Grandparents and employed by Sunkids Children's Centres will receive a 60% discount off the gap fee for up to two Grandchildren enrolled at any one time.
- The Statement of Entitlement will include details of the sessions of care booked for the current week and the resulting fee reduction amounts in accordance with each family's CCS entitlements.
- The Statement of Entitlement is generated using our CCS software (QikKids) which meets all requirements as per Family Assistance Law Legislation.
- Attendance records will be cross-checked at the Service each week to ensure all bookings and CCS submissions are accurate.

WHAT WILL HAPPEN IF FEES FALL BEHIND?

- The Grandchild's family (account holder) will receive a reminder letter if fees fall 1 week in arrears. The account must be paid immediately. If the account continues to be in arrears, the Grandparent employee discount will be removed and full fees charged.
- The service reserves the right to charge a late fee should your account fall further than 2 weeks in arrears.

WHAT IF YOU BELIEVE AN ERROR HAS OCCURRED WITH YOUR ACCOUNT?

- The Nominated Supervisor should be advised so the account can be reviewed.

CHANGES TO FEES

- Sunkids reserves the right to make changes to the Grandparent employee discount being offered, as and when required. The above-mentioned notice period will apply to this decision also.

Responsibilities of Sunkids Employee

- To ensure the discount is removed should you cease employment with Sunkids Children's Centres.
- To ensure the children enrolled are biological grandchildren.

Procedure and forms

- Grandparent Employee Discount Application Form

Links to other policies

- Enrolment and Orientation Policy
- Interactions with Families Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2018

Reg	168	Education and care service must have policies and procedures
	172	Notification of change to policies or procedures

QA	6.2.2	Effective partnerships support children's access, inclusion and participation in the program
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service

Sources

- Education and Care Services National Regulations 2011
- Australian Children's Education & Care Quality Authority (ACECQA). National Quality Framework. <https://www.acecqa.gov.au/nqf/about> accessed 24 June 2025
- Department of Education (Australian Government). (2023) Early Childhood Education and Care. <https://www.education.gov.au/early-childhood> accessed 24 June 2025
- Guide to the National Quality Standard 2018

Further reading and useful websites

- Department of Education and Training – <http://education.gov.au/> accessed 24 June 2025
- Department of Education, Employment and Workplace Relations. New Child Care Package - information resources for families. <https://www.education.gov.au/new-child-care-package-information-resources-families> accessed 24 June 2025

Policy review

Sunkids Children's Centres encourage employees and parents to be actively involved in the annual review of each of its policies and procedures. In addition, Sunkids will accommodate any new legislative changes as they occur, and any issues identified as part of the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	20 May 2025	Kaylene Harper	Policy Developed	May 2026
2	24 June 2025	Gen Mahaki	Annual review update including revised sources and websites	June 2026