

# PAYMENT OF FEES POLICY

Out of School Hours Care provides quality education and care for primary school-age children outside school hours and during school holidays. Our OSHC Service supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting workforce participation of parents and carers. Our OSHC Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

## PURPOSE

For parents to gain a clear understanding of the Outside School Hours Care Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

## SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

## IMPLEMENTATION

Our OSHC Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our OSHC Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

The fee structure of the OSHC Service includes:

### Enrolment Fee

A new enrolment form must be completed each calendar year. At the point of enrolment, an Annual Fee will be charged.

Enrolments made in:

- Semester 1 = \$27.50 per family
- Semester 2 = \$13.75 per family
- Split family accounts = \$13.75 per parent/guardian enrolment

### General Fees

SESSION INFORMATION		
Session	Hours of Operation	Fees Per Session
Before Care (BSC)	7:00am – 8:45am	\$17.00
After Care (ASC)	3:30pm – 6:30pm	\$22.00
End of Term 1,2,3 (ASC)	2:30pm – 6:30pm	\$27.25
End of Term 4 (ASC)	1:00pm – 3:30pm	\$22.00
Pupil Free Day	7:00am – 6:30pm	\$62.00
Vacation Care	7:00am – 6:30pm	\$62.00
Vacation Care (half day)	Drop off or collect before 1:00pm	\$35.00

- Fees are charged for each session for before and after school care and per day for vacation care/pupil free day programs
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).

- Families are required to pay the difference between the fee charged and the subsidy amount - the 'gap' amount
- Fees are payable for every session that a child is enrolled at the OSHC Service. The Service may be closed due to periods of local emergency such as bushfire or flood or pandemic.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Families are requested to contact the Service if their child is unable to attend a particular session.

### Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Centrelink and provide documentation to support the CCS payment
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.

The child must:

- be a 'Family Tax Benefit child' or 'regular care child' and
- be 13 or under and not attending secondary school and
- meet immunisation requirements

The person claiming the Child Care Subsidy, or their partner must:

- meet residency requirements and
- be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their childcare provider
- childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
  - Combined family income
  - Activity test of parents
  - Type of early learning and childcare Service.
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account.
- Families must regularly check their details are correct and report a change in circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances).
- Any disputes with CCS payments is the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.

## Payment of fees

- Family statements are sent out on a weekly basis for the previous week booking/s.
- Fees **must** be kept up to date on a weekly/fortnightly basis.
- Fees are set up using the OSHC Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account.
- Alternatively, payment can be made over the phone via EFTPOS by calling 9717 6783. It is the responsibility of the family to keep up to date with manual payments.
- Fees and charges associated with the direct debit system are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.
- Families will be issued with an invoice on a weekly basis in accordance with the fee payment and Regulatory requirements
- The invoice will include details of the sessions of care provided and the resulting fee reduction amounts
- The invoice is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation

## Absences from OSHC Service

**Families are requested to contact the Service if their child is unable to attend a particular session**

### Before School Care/After School Care

All cancellations need to be made by close of business day (6:30pm) the day before the booked session. Any cancellation made after this time will be charged as per usual (CCS applied), unless a medical certificate is provided.

### Vacation Care

All cancellations need to be made by close of business day (6:30pm) 2 days before the booked session. Any cancellation made after this time will be charged as per usual (CCS applied), unless a medical certificate is provided.

### "No Show Fee"

In the event where a child does not attend a booked session and no notification is given, the normal session fee (CCS applied) is charged.

A 'No Show Fee' is also charged (no CCS applied to the 'No Show Fee').

- Before Care No Show fee: \$7.50 per child in addition to your normal session fee
- After Care No Show fee: \$9.50 per child in addition to your normal session fee.
- Holiday Program No Show fee: \$10.00 in addition to your normal session fee.
- Under the Child Care Subsidy, families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Families can view their absence count through their Centrelink online account via [myGov](https://mygov.au).

- In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, bookings will be cancelled and families will not be charged for the cancelled session

### Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship.
- There are four different payments under Additional Child Care Subsidy:
  - Additional Child Care Subsidy (child wellbeing)—to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm
  - Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
  - Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
  - Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment

### Debt Recovery Procedure

- If a family fails to pay the required fees on time, a reminder email will be issued after one week and then again after two weeks if the fees are still outstanding. We will request that a 'payment plan' be implemented. The payment plan will provide information as to the duration and amount of the repayments. If the repayment plan is not adhered to, bookings will be cancelled.

### Late Fees

- Our OSHC Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late from the OSHC Service. A late fee will apply where children are not picked up prior to closing time (6:30pm). Currently, a fee of \$2.00 per minute will be applied until time of pickup.
- The Late Pick up Fee is an additional charge that is not covered by CCS. It is requested that parents/guardians contact the service to advise of late pickup, so we can inform your child/ren.

- When a parent is continually arriving late at the service to collect their child, the manager will discuss other options of care and bookings may be cancelled.

### Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families.
- CCS hourly rate caps may be increased by the CPI at the commencement of each financial year.
- Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

### Termination of Enrolment

- Parents are to provide written notice of their intention to withdraw a child from the centre.
- If termination from the OSHC Service is not notified, families can lose their Child Care Subsidy, resulting in full fees being charged.

### Responsibility of Management

The Nominated Supervisor is responsible for:

- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- providing at least 4 weeks written notice to families of any fee increases
- discussing fee payment with families if required

### Responsibility of Families

- Provide the Service with the correct enrolment details to facilitate the CCS claim, if required, including:
  - Centrelink Reference Numbers for child and CCS claimant
  - Date of Birth for child and CCS claimant
- Ensure payment of fees as per policy
- Notify Centrelink of any changes that may affect their CCS entitlement
- Confirm their child's enrolment through the parents myGov account.  
<https://www.servicesaustralia.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>