



Payment of Fees Policy

Outside School Hours Care (OSHC) 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 service must have policies and procedures
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RELATED POLICIES

Arrival and Departure Policy	Orientation of Families Policy
Child Care Subsidy Governance Policy	Privacy and Confidentiality Policy
Enrolment Policy	Termination of Enrolment Policy
Governance Policy	

PURPOSE

For parents to gain a clear understanding of the OSHC 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.

General Fees

- Fees are charged for each session of before and after school care and up to a 12 hour session for vacation care 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
- An invoice for payment will be provided to families on a fortnightly basis via email
- Fees are to be paid through a direct debit system
- 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)

Families must be fully registered for CCS with their entitlement showing as **"Currently entitled to subsidy"**.

Any families whose entitlement shows as **"Pending eligibility"**, **"Pending confirmation"**, or **"Not currently entitled to subsidy"**, will be charged full fees until they are entitled to subsidy. Any accounts that are not entitled to subsidy, remaining unpaid following a 2-week period will have enrolment suspended.

Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Centrelink and provide supporting documentation.

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'
- Be 13 or under and not attending secondary school
- Meet immunisation requirements

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

- Meet residency requirements
- Be liable to pay for care provided under a Complying Written Arrangement (CWA) 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 any changes 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.

Payment of fees

- Fees are set up using the OSHC Service's direct debit system.
- Families will be issued with an invoice on a fortnightly basis in accordance with Regulatory requirements.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.
- Payment is required within 7 days of date of issue of invoice.

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Nominated Supervisor.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.



Failure to Pay

Any accounts remaining unpaid after 2 invoicing cycles will have enrolment suspended until payment is made, unless arrangements have been made with the Nominated Supervisor.

Absences from OSHC Service

- Families are requested to contact the Service if their child is unable to attend a particular session
- 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. (See Child Care Subsidy Handbook).
- Allowable absences can be taken for any reason.
- Records will be kept by the Service for each absence.
- Families can view their absence count through their Centrelink online account via myGov.
- In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

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. A fee of \$10.00 per 10-minute block or part thereof will be incurred by the family.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

Change of Fees

Fees are subject to change at any time provided a minimum of 14 days written notice is given to all families.

Termination of Enrolment

- Parents are to provide two weeks written notice of their intention to withdraw a child from the centre.
- If termination from the OSHC Service is required without notification, families can lose their Child Care Subsidy, resulting in the requirement of full fees to be charged.

Responsibility of Management

The Nominated Supervisor is responsible for:

- Ensuring all families are aware of our *Payment of Fees Policy*
- Ensuring enrolment information includes the parent/guardian's Customer Reference Number (CRN) and date of birth and the child's CRN and date of birth
- 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
- Discussing fee payment with families if required

Resources and information for families

- Absences from childcare- Australian Government - <https://docs.education.gov.au/documents/absences-child-care>
- Centrelink Customer Reference Number - <https://www.servicesaustralia.gov.au/individuals/subjects/centrelink-customer-reference-number-crn#a1>
- Child Care Package Overview - <https://docs.education.gov.au/node/38911>
- Child Care Subsidy Calculator - <https://www.childcaresubsidycalculator.com.au/> (Please note, this is only an estimator of child care subsidy, it may not be completely accurate, please contact Centrelink directly if you require further assistance)
- Child Care Subsidy - <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>
- New Child Care Package Information for Families Resources - <https://www.education.gov.au/new-child-care-package-information-resources-families>

Source

- Australian Children's Education & Care Quality Authority. (2014).
- Australian Government Department of Education Child Care Provider Handbook https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf
- Australian Government Department of Education, Skills and Employment *Early Childhood and Care* https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf
- Australian Government Department of Education, Skills and Employment *Information for child care providers when a period of local emergency occurs*
- Child Care Centre Desktop: <https://www.childcarecentredesktop.com.au/members/childcare-policies/oshc-policy-library/>
- Kearns, K. (2017). *The Business of Childcare* (4th Ed.).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
- Guide to the National Quality Standard (2020)
- Revised National Quality Standard. (2018)



REVIEW

POLICY REVIEWED	MAY 2018	NEXT REVIEW DATE	MAY 2019
MODIFICATIONS	New policy created to comply with changes to the Child Care Subsidy		
POLICY REVIEWED	MAY 2019	NEXT REVIEW DATE	MAY 2020
MODIFICATIONS	<ul style="list-style-type: none"> ▪ Sources checked for currency. ▪ URLs added. ▪ Sources/references alphabetised. ▪ Minor formatting for consistency throughout policy. ▪ ‘Related policies’ alphabetised. 		
POLICY REVIEWED	MARCH 2020	NEXT REVIEW DATE	MARCH 2021
MODIFICATIONS	<ul style="list-style-type: none"> ▪ Policy statement added ▪ Implementation information added ▪ CCS section included ▪ Absences section added ▪ Responsibility for Management expanded ▪ Resources and information section added 		