



Payment of Fees Policy

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

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
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999 Family Law Act 1975	Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G
---	--



	https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook
--	---

RELATED POLICIES

CCS Accounts Policy	Enrolment Policy
Child Care Subsidy (CCS) Governance Policy	Governance Policy
Dealing with Complaints Policy (Families)	Orientation of Families Policy
Delivery of Children to, and Collection from and Education and Care Service Premises	Privacy and Confidentiality Policy
	Termination of Enrolment 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, Approved Provider, Nominated Supervisor 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.
- 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 deposit system
- Fees are charged for full sessions only (regardless of the actual attendance hours any day) e.g. 2 hour-session or 3-hour session etc.



- 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 “**Confirmed**”.
- Any families whose entitlement shows as “**Pending eligibility**”, “**Pending confirmation**”, or “**Not confirmed**”, 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 Services Australia 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. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.

Payment of fees

- Fees are set up using the OSHC Service’s direct deposit system.
- Families will be issued with an invoice on a fortnightly basis in accordance with Regulatory requirements.



- Payment is required within 14 days of date of issue of invoice.

Absences from OSHC Service

- Families are requested to contact the Service if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is unable to attend.
- 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).
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Allowable absences can be taken for any reason.
- Records and evidence will be kept by the Service for each additional absence, where required
- 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.
- If our Service is forced to close as a result of a public health directive, due to COVID-19, we may waive gap fees in line with Family Assistance Law guidelines.

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.
- 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.

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.

Late Fees

- 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 via email.
- 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 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.
- In some circumstances CCS may not be paid for sessions if the child has not physically started care.
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

Responsibility of Management

The Approved Provider and Nominated Supervisor are 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
- Providing at least 14 days written notice to families of any fee increases or changes to the way fees are collected.



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. Resources and information for families

Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Nominated Supervisor in the first instance. The Nominated Supervisor will follow the steps as outlined in this policy, including advising the Approved Provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@education.gov.au

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

SOURCE:

Australian Children's Education & Care Quality Authority. (2014).

Authority. (2021). Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service.

Australian Government [Department of Education](#). *Child Care Provider Handbook*

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government [Department of Education](#). *Early Childhood and Care*

<https://www.education.gov.au/early-childhood>

Australian Government [Department of Education](#). *Information for child care providers when a period of local emergency occurs*

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Kearns, K. (2017). *The Business of Childcare* (4th Ed.).

Revised National Quality Standard. (2018)



REVIEW

POLICY REVIEWED	NOVEMBER 2022	NEXT REVIEW DATE	NOVEMBER 2023
MODIFICATIONS	<ul style="list-style-type: none"> ▪ Updated the name of Department of Education, Skills and Employment to Department of Education and the links to website. ▪ policy maintenance – name change of related policy ▪ no major changes to policy ▪ minor formatting edits within text ▪ hyperlinks checked and repaired as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
AUGUST 2021	<ul style="list-style-type: none"> ▪ Update of Related Legislation ▪ Policy revised to align with recommendations with ACECQA’s policy guide (August 2021) ▪ Updated Related Policies ▪ Check of links used within policy 	MAY 2022	
MAY 2021	<ul style="list-style-type: none"> ▪ Policy reviewed following updates in October 2020 as part of yearly review cycle ▪ Policy content and sources current ▪ Resource-Overdue Fees Procedure information added 	MAY 2022	
OCTOBER 2020	<ul style="list-style-type: none"> ▪ Minor adjustments recorded ▪ Additional information added- ACCS, absences, responsibility of families, CCS tip-off line and complaints 	MAY 2021	
MARCH 2020	<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 	MAY 2021	
MAY 2019	<ul style="list-style-type: none"> ▪ Sources checked for currency. ▪ URLs added. ▪ Sources/references alphabetised. ▪ Minor formatting for consistency throughout policy. ▪ ‘Related policies’ alphabetised. 	MAY 2020	
MAY 2018	<ul style="list-style-type: none"> ▪ New policy created to comply with changes to the Child Care Subsidy 	MAY 2019	