

# Gulfview Heights Primary School Out of School Hours Care



## 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 provider 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 Standards

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 defining, and understand 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
172	Roles and Responsibilities are clearly defined, and understood and support effective decision making and operation of the service

### Purpose

For parents to gain a clear understanding of OSHC's fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains 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, staff, families, management and visitors of OSHC.

### Implementation

OSHC 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 ensures the confidentiality and privacy of all personal information provided to the service about the enrolled child and family.

### Fee Outline

Before School Care – Monday to Friday – 6.30am – 8.35am - \$12

After School Care – Monday to Friday – 3.10pm - 6.30pm - \$20

Vacation Care – Monday to Friday – 6.30am – 6.30pm - \$50 for home days, \$55 for incursion days and \$65 for excursions days

Pupil Free Day – 6.30am – 6.30pm - \$50

Public Holidays we are closed

- Fees are charged for each session for before and after school care and per day for vacation care programs
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives
- CCS is paid to OSHC 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
- All bookings are processed on Friday (or the last day of the working week where a public holiday occurs)
- Accounts will be issued on a weekly basis
- Payment of fees is required within 7 days of the account being issued
- Payments can be made by EFTPOS, direct debit or can be paid at OSHC
- If parents have any concerns regarding their account they should speak to the director
- Details of all individual accounts are kept confidential
- Individual families may request a copy of their financial records at anytime
- When paying by cash or EFTPOS a receipt will be issued with the date, family surname and amount paid for all monies received as well as being signed by the staff receiving it. This will be reflected on your next invoice

### **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 circumstances to Centrelink – (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.
- Discounts will only be offered as outlined in the CCS Handbook. Any discounts will be offered on the full rate of care before CCS has been calculated.

## **Absences from OSHC**

The following information is prepared in accordance with the Australian Government requirements as set out in the Child Care Service Handbook. Each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure the service is prepared with resources, training and staffing to meet the children's needs. The program and educator rosters are based on bookings and so the service will charge fees for booked care that is not used.

- Families are requested to contact OSHC if their child is unable to attend a particular session
- All bookings will be charged for non-attendance unless 24 hours' notice is given
- Family's must still pay the 'gap' fee to OSHC if their child is unable to attend
- Any non-attendance during Vacation Care once the program starts will incur full fees
- 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
- Records and evidence will be kept by OSHC for additional absence, where required
- Allowable absences can be taken for any reason, including public holidays and when children are sick
- Families can view their absence count through their Centrelink online account via [myGov](#)

## **Payment of Fees**

- Families will be issued with a fee statement on a weekly basis and are issued every Monday or the next working day in accordance with the fee payment and Regulatory requirements
- The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts
- The Statement of Entitlement is generated using our CCS software which meets the requirements as per Family Assistance Law Legislation
- Fees are due after 1 week of care being used
- Fees can be paid by direct deposit, EFTPOS or in cash.

## **Late Fees**

- OSHC is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations
- A late fee of \$15 per 15 minutes, or part thereof, will be charged for any family arriving at the service after 6.30pm
- The late fee will be added to your account and receipted as normal
- A review of your child's enrolment will occur where families are consistently late

## **Change of Fees**

- Fees will be assessed and set each year upon the completion of the annual budget and following ratification by the Governing Council.
- Parents/guardians will be given 4 weeks' notice of any changes to the fees
- 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

## **Debt Management**

Services rely on fees to cover all operational costs. It is important that fees are collected so that staff can be paid and other expenditures are met. Effective monitoring of the income and expenditure reports against the service budget is essential.

Ensuring that all families pay their fees promptly is an equitable way to manage the finances of the service.

All accounts and fees owing are kept confidential and will not be discussed with anyone other than the nominated account holder.

### **Non-Payment of Fees**

Families who have an account outstanding for 2 weeks will receive a notification on their account and an overdue sticker to highlight fees owed, unless other arrangements are made.

- Families who have outstanding fees of 3 weeks, will receive notification of their account being overdue and requesting payment immediately, or that contact be made with the Director within 7 days, to negotiate payment options.
- Following further non-payment of fees owed to the service, or failure to make contact with the Director, a letter will be sent to the family advising that their child/ren's attendance at the service can be refused until all **outstanding fees are paid, including any administration fees (will be charged at the Directors discretion)**
- Further non-payment may result in the debt being handed over to a debt collector for fee recovery or further process through the courts. The parent/caregiver is responsible for any fees associated with debt recovery.

### **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 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
- Families experiencing financial hardship or an alteration to family circumstances needs to inform the director and negotiate a suitable arrangement to pay fees
- The agreement will be written and signed and then kept in the families file for future reference
- Bookings of care may be negotiated should difficulties remain for an extended period

**OSHC reserves the right to cancel a booking if fees are outstanding and satisfactory arrangements have not been put into place.**

**OSHC will proceed with legal action when other approaches have been exhausted.**

### **Termination of Enrolment**

- Families are to provide **2 weeks** written notice of their intention to withdraw a child from OSHC
- If termination from OSHC is required without notification, families can lose their Child Care Subsidy, resulting in the payment of full fees being 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

### **Vacation Care**

If at any time the parent/caregiver has an outstanding account with OSHC or Vacation Care from a previous program then future booking will not be confirmed until the debt is cleared.

**There is a late fee of \$2 per child per session when a booking sheet is handed in after the cutoff date.**

### **Responsibility of Management**

*The Nominated Supervisor is responsible for:*

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

### **Responsibility of Families**

- providing OSHC 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

### **Third Party Payments**

Parents are generally liable to pay the co-contribution for child care fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of child care fees for families. Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied.

OSHC will record all documentation regarding any third party payments

### **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@dese.gov.au](mailto:tipoffline@dese.gov.au)

### **Resources and information for families**

New Child Care Package Information for Families Resources

Child Care Subsidy

Child Care Package Overview

Centrelink Customer Reference Number

Absences from childcare- Australian Government

**Source**

Australian Children's Education & Care Quality Authority. (2014).  
Australian Government Department of Education Child Care Provider Handbook  
<https://www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook>  
Australian Government Department of Education, Skills and Employment Early Childhood and Care  
<https://www.education.gov.au/early-childhood-and-child-care-0>  
Australian Government Department of Education, Skills and Employment 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)

Updated: January 2021