

Gulfview Heights Primary School OSHC

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Working together to reach new Heights



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)

Out of 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 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
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Roles and Responsibilities are clearly defined, and understood and support effective decision making and operation of the service

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook Appendix G https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

PURPOSE

For parents to gain a clear understanding of OSHC Service 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, educators, management, approved provider, nominated supervisor, students, volunteers 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 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 - \$18

After School Care – Monday to Friday – 3.10pm - 6.30pm - \$23

Vacation Care – Monday to Friday – 6.30am – 6.30pm - \$50 for home days, \$55 for incursion days and \$70 for excursions days

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

Public Holidays we are closed.

GENERAL FEES

- 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)
- 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 make a co-contribution to their child care fees. This is the difference between the fee charged and the child care subsidy amount – the 'gap fee'
- 'Gap Fees' must be paid by Electronic Funds Transfer (EFT)
- A dated receipt will be provided for each payment
- Fees are to be paid weekly through EFT
- All bookings are processed on Friday (or the last day of the working week where a public holiday occurs)
- Payment of fees is required within 7 days of the account being issued
- 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
- 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 13 or under
- not attending secondary school (unless an exemption applies)
- meet immunisation requirements

Parents must:

- care for the child at least 2 nights per fortnight or have 14% share of care
- be liable for child care fees at an approved early childhood education and care service
- meet residency requirements

- Families level of Child Care Subsidy will be determined by:
 - family income estimate
 - activity level
 - Aboriginal or Torres Strait Islander children
 - number of children in care
 - 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.
- Child Care [discounts for early childhood workforce](#) will only be offered as outlined in the CCS Handbook.

PAYMENT OF FEES

- Families will be issued with a *Statement of Entitlement* on a weekly basis 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 all requirements as per Family Assistance Law Legislation.

ABSENCES FROM THE OSHC SERVICE

- Families are requested to contact the service 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 the service if their child is unable to attend
- Any non-attendance during Vacation Care once your bookings have been confirmed 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 the service for additional absence, where required
- Allowable absences can be taken for any reason
- Families can view their absence count through their Centrelink online account via [myGov](#)
- In a period of local emergency (declared by the Australian Government), such as bushfire or flood extra allowable absences for the duration of the emergency will be automatically applied in the CCS system

ADDITIONAL CHILD CARE SUBSIDY

- Additional Child Care Subsidy (ACCS) provides extra help with the cost of early education and care
- There are four different payments under 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
 - 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
 - Temporary financial hardship to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
 - Transition to work to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Director

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after 28 days and then again after 7 days if the fees are still outstanding
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contact will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to
- A child's position may be terminated if payment has not been made after receiving the second overdue reminder, for which the family will receive a final letter suspending the child's position. At this time the OSHC Service will initiate its debt collection process.

LATE FEES

- It is unacceptable to pick up late from the OSHC Service. A late fee will apply where children are not picked up prior to closing time
- 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 with fee payment.

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.

NON-PAYMENT OF FEES

Families who have an account outstanding for 4 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 4 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, will result in the debt being handed over to a debt collector for fee recovery. The child's enrolment with the Service will be suspended and a letter will be sent to the family advising that their child/ren's attendance at the service will be refused until all **outstanding fees are paid, including any administration fees (will be charged at the Directors discretion)**

TERMINATION OF ENROLMENT

- 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, this can take 14 weeks for the CCS to be reversed

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.

Any non-attendance during Vacation Care once your bookings have been confirmed will incur full fees

RESPONSIBILITY OF MANAGEMENT

The Approved Provider and Nominated Supervisor is responsible for:

- ensuring that obligations under the *Education and Care Services National Regulations* are met
- ensuring the service and all persons with management and control (PMC) comply with the rules under the Family Assistance Law (FAL)
- ensuring persons with management and control (PMC) are considered “fit and proper” persons
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Payment of Fees Policy* and procedure
- 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
- discussing fee payment with families as required.
- providing at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected.

RESPONSIBILITY OF FAMILIES

- provide the OSHC 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.

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.

Our service 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

Resources and information for families

Child Care Subsidy

Centrelink Customer Reference Number

Absences from childcare- Australian Government

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

SOURCE

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

Australian Children's Education & Care Quality Authority. (2023). [*Guide to the National Quality Framework.*](#)

Australian Children's Education & Care Quality 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 discount for early childhood workforce*](#)

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 (2024). [*Help in an emergency*](#)

Education and Care Services National Law Act 2010. (Amended 2023).

[*Education and Care Services National Regulations.*](#) (Amended 2023).

[*Western Australian Education and Care Services National Regulations*](#)