

Payment of Fees Policy

Aim:	This policy provides information to parents and carers on the fees payable, relevant subsidies and administration associated with OSHC service fees.
Date of Operation:	17/06/2021
Review Dates:	17/06/2022

POLICY

Concongella Primary School Council Outside of School Hours Care (OSHC) is a not-for-profit service that is committed to accurate, timely and legally compliant financial administration to ensure the financial viability of its OSHC service. The cost of attending our service contributes to the running cost of the program including but not limited to staff salaries, staff training, equipment maintenance and replacement, incursion/excursions, office materials, cleaning, food, and children's activity resources.

Concongella Primary School Council OSHC is committed to:

- Providing a quality service at an affordable price so that all children have a right to access our service, regardless of economic status, cultural background, or disability
- Ensuring that families and carers are provided with information about the Child Care Subsidy (CCS) application process
- Ensuring that families and carers are provided with information about service fees, payment statements, payment methods and information about financial support
- Maintaining accurate and up to date financial records in accordance with the Confidentiality of Records Policy
- Identifying equitable solutions that address fee payment barriers for families or carers to sustain positive impacts gained for children in the service. This includes payment plans where appropriate
- Working with the School Council to sustain a sufficient income that ensures the viability of the service

Concongella Primary School Council is responsible for:

- Complying with the Australian Government requirements as an approved service for the Child Care Subsidy (CCS) System
- Regularly reviewing the service fees with School Council input based on OSHC service income and expenses, as required
- Updating policies and procedures based on any industry changes to fee requirements
- Complying with the online CCS system reporting requirements
- Providing families and carers with information about changes to fees in writing and with 14 days' notice as per Australian Children's Education and Care Quality Authority (ACECQA) requirements
- Providing families with statements via email in advance of the payment due date
- Training of OSHC staff to be aware of the requirements to meet CCS system reporting requirements and fee payment procedures
- Referring families to Centrelink for questions related to the calculation and allocation of CCS or the Additional Child Care Subsidy (ACCS) to families.

Families or Carers are Responsible for:

- Checking eligibility for CCS through Centrelink and if eligible, lodging CCS application to receive their eligible fee reductions
- Some families may be eligible for Additional Child Care Subsidy (ACCS). The ACCS provides assistance in the following circumstances:
 - ACCS (Child Wellbeing) for families who require practical help to support their child's safety and wellbeing;
 - ACCS (Grandparent) for grandparent primary carers on income support;
 - ACCS (Temporary Financial Hardship) for families experiencing temporary financial hardship;
 - ACCS (Transition to Work) is available for parents transitioning to work from income support.
- Provide Concongella Primary School Council OSHC with accurate Customer Reference Number (CRN) details for the purpose of the CCS system, as required
- Updating Centrelink should the family circumstance change and this impact CCS
- Payment of session fees for the care of their child / their children on a regular fortnightly basis
- Ensuring any outstanding payments are finalised prior to the end of school term. If the account balance is not at nil, future bookings may be affected
- Ensuring that the OSHC service is made aware of any delays to paying fortnightly fees on time

- Providing evidence e.g. a medical certificate, when your child / children are absent from the service. This evidence can be used to ensure payment from the CCS depending on entitlements.

Session Fees

Session	Times	Price	Includes
After School Care	3:10pm-6:00pm	\$30	Afternoon Tea
After School Care (Casual)	3:10pm-6:00pm	\$35	Afternoon Tea
School Holiday Program Care- Full Day	8:30am-5:30pm	\$90	Breakfast, Morning Tea, Afternoon Tea (BYO Lunch)
School Holiday Program Care- Half Day	8:30am-1:00pm	\$45	Breakfast, Morning Tea (BYO Lunch)
	1:00pm-5:30pm	\$45	Afternoon Tea (BYO Lunch)
Pupil Free Day- Full Day	8:30am-5:30pm	\$90	Breakfast, Morning Tea, Afternoon Tea (BYO Lunch)
Pupil Free Day- Half Day	8:30am-1:00pm	\$45	Breakfast, Morning Tea (BYO Lunch)
	1:00pm-5:30pm	\$45	Afternoon Tea (BYO Lunch)

Other Fees

- **Walk in Fees**
 - Families or carers will incur an additional charge on top of the service fee above of \$5 per child when a child attends After School Care without prior confirmation.
- **Late Collection Fees**
 - Whenever practical, a parent or carer should advise they will be collecting their child late by calling the OSHC service so their child can be notified

- A late collection fee will be incurred if the child has not been collected by 6:00pm for After School Care or 5:30pm for School Holiday/ Pupil Free Day Programs. This is equated as \$5 per child per 15 minutes until your child is collected
- A late collection fee is not covered by CCS
- Continual late collections may result in changes to your regular bookings. The OSHC Nominated Supervisor will discuss these decisions directly with the parent or carer.

- **Non-Attendance Fees**
 - Families or carers will incur an additional charge on top of the service fee above of \$5 per child when a child does not attend a booked session and no notification is given
 - Families or carers must also note that the Child Care Subsidy cannot be applied for these sessions that are considered 'no shows'.

- **Cancellation Fees**
 - A 6-hour notice period of is required if notifying the service that a booking will be cancelled for the following session. These notice periods are applicable when making cancellations to service bookings
 - If notice periods are not met, the service fee will be charged as usual with CCS applied (as long as 42 allowable absences/child/year have not been exhausted).

- **End of Term Fees**
 - Extended hours of care may be result in an increased fee to regular After School Care or casual After School Care bookings for the last day of term due to the session starting earlier.

Payment Method Procedure

- Service fees are payable from the agreed commencement date elected at enrolment
- The preferred payment method OSHC sessions at Concongella Primary School Council OSHC is direct debit via EziPay through FullyBooked CCMS
- Parents or carers are required to provide bank details when enrolling their child to allow direct debits to commence
- Parents or carers will receive their statement with a payment due date to a nominated email address on either a weekly or fortnightly basis as per parent request
- Payments will be withdrawn by Concongella Primary School Council OSHC via direct debit, from the bank that was nominated at enrolment
- Direct debits occur on a fortnightly basis for the previous two weeks

- Parents may elect to arrange part payments or pay for the service in advance rather than in arrears, provided this is discussed directly with the OSHC Nominated Supervisor
- Parents are to be mindful that additional fees may be applied per session, i.e. non-attendance fees, late collection fees. These additional fees will be evidenced in the fortnightly statement that is emailed. Additional fees are outlined below under 'Other Fees'
- Cash or cheques will only be accepted in rare circumstances provided these circumstances are discussed directly with the OSHC Nominated Supervisor in advance.

Overdue / Dishonour Procedure

- Concongella Primary School Council OSHC relies on prompt payments so that our service remains viable and Concongella Primary School Council OSHC understands that payment issues and delays may arise
- Whenever possible, families with overdue fees are encouraged to inform the OSHC Nominated Supervisor of payment delays or financial hardship so that options for assistance can be arranged
- Families that cannot afford fees will be provided with information on avenues of financial support, including Special Childcare Assistance
- The following dishonours or overdue payment procedure will be adhered to:
 - No payment received on due date or a dishonour occurs post direct debit; a written reminder will be sent within 24 hours encouraging the payment to be finalized within two weeks
 - No payment received after two weeks past due date; a second written reminder will be sent to the nominated contact on the enrolment form. Written reminder will include the offer to discuss payment difficulties directly with the OSHC Nominated Supervisor. A follow up phone call will be held between the contact on the enrolment form and the OSHC Nominated Supervisor to discuss all payment options
 - No payment received after four weeks past due date; a letter will be issued advising that all OSHC bookings are revoked until payments are made. The offer to explore payment plans with the school will be discussed with the OSHC Nominated Supervisor or Person with Management or Control. Avenues of financial support will be explored
- Concongella Primary School Council reserves the right to engage a debt collection agency to collect outstanding fees overdue more than 8 weeks
- OSHC services may not recommence until such time as an account balance returns to nil balance after four weeks overdue or a payment plan has been set up with input from the OSHC Nominated Supervisor or Person with Management or Control.
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Refund Procedure

- Refunds will be arranged when a family or carer has paid for a service session that they no longer wish their child to attend provided that a 24 hour notice period has been adhered to
- Families and carers may choose to be reimbursed or refunded or keep their payment as credit for future sessions.

Definitions

Additional Child Care Subsidy (ACCS): The Additional Child Care Subsidy (ACCS) is a top-up payment in addition to the Child Care Subsidy (CCS) and, except for the ACCS (transitioning to work); it will cover all of a child's child care fees in most cases. ACCS includes four elements: ACCS (child wellbeing) – for families who require practical help to support their children's safety and wellbeing ACCS (grandparent) – for grandparents who are primary carers of their grandchildren ACCS (temporary financial hardship) – for families experiencing temporary financial hardship ACCS (transition to work) – for families transitioning from income support to work.

Child Care Subsidy (CCS): Child Care Subsidy (CCS) is designed to assist eligible families with the cost of accessing approved and registered childcare services, by subsidising some of the cost.

Child Care Subsidy System (CCSS): Is the interface for families and childcare providers. The CCSS manages the payment and administration of the Child Care Subsidy (CCS), including recording attendance times, which was mandatory from January 2019

Roles and Responsibilities

Department/Role	Responsibility
Educators and Supervisors	Person with Management or Control, Educators, Supervisors, Nominated Supervisor/Educational Leader will oversee the implementation and service adherence to this policy All Educators are responsible for the daily implementation of the policy when directly supervising children.
Parent or carer	As account holders, parents or carers must ensure they fulfil their payment obligations and provide their banking details prior to their child starting care, as required.
School Council / Principal	Provide official sign off on the Policy

Policy Review

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Concongella Primary School Council OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g. parents, school community etc. will also inform policy updates and review.

Legislation and Standards

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [National Quality Standards](#) (Quality Area 2: Children's Health and Safety)
- [Family Assistance Law](#)
- [Children's Services Regulations 2009](#)
- [Education and Care Services National Regulations 2011](#)

Supporting Documents

- [Immunisation and Health Check Requirements for Family Tax Benefit](#)
- [Child Care Subsidy \(CCS\)](#)

Staff Acknowledgement

I acknowledge:

- receiving the Concongella Primary School Council OSHC Payment of Fees Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

Your Name:	
Signed:	
Date:	
Concongella Primary School Council OSHC sign off:	Date: