

PAYMENT OF FEES POLICY

Introduction

Our OSHC Service is committed to providing high-quality education and care to children at a fee that is affordable and transparent for families. In line with the Education and Care Services National Regulations, we ensure clear policies are in place for the payment of fees and the provision of statements of fees charged by the service. Families can be confident that these policies are managed with fairness, accountability, and compliance with the National Law, National Regulations, and the National Quality Standard (2025). This policy has also been shaped by the values of the My Time, Our Place Framework and the Early Childhood Australia (ECA) Code of Ethics, both of which prioritise fairness, respect, and equity for families and children.

Purpose

The purpose of this policy is to give families a clear understanding of our fee structure, payment requirements, and the benefits of Child Care Subsidy (CCS). Families are informed of these arrangements before enrolment so they can make informed decisions. The policy also explains the necessity of paying fees on time, the processes for managing financial difficulties, and the steps that are taken when fees remain unpaid.

Scope

This policy applies to all families, children, staff, educators, management, the approved provider, the nominated supervisor, and visitors of the service. It sets shared expectations and responsibilities for both the service and families to ensure financial integrity and the smooth operation of quality care.

Fee Structure and General Arrangements

Fees are charged for each session of before and after school care and per day during vacation care. The Child Care Subsidy is paid directly to the service, reducing the overall fee, and families are required to pay the remaining gap amount. All fees must be paid in advance of a child's attendance, and receipts are provided for each payment. Families may choose to pay weekly or monthly, but payments must remain in advance, with no arrears accepted. Fees are charged for full sessions only, regardless of the hours a child attends, and families are expected to notify the service if their child will be absent.

Additional Charges: Non – Notification and Cancellation

To ensure children's safety and accountability, a non-notification fee applies if families fail to inform the service when their child is absent. A reminder is given for the first instance, and thereafter, the fee is added to the family's account. Cancellations for regular care or vacation care require one week's notice. Where notice is given within this timeframe, no fees are charged.

Child Care Subsidy (CCS)

Families are encouraged to register for CCS through their myGov account linked to Centrelink. The subsidy is determined by family income, the parents' activity test, and the type of care being used. It is the family's responsibility to ensure their details are accurate and updated with Centrelink, including changes to income, activity levels, or family circumstances. The CCS is applied directly to the family's account, and any disputes or questions about payments must be directed to Centrelink.

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Absences from Care

Families are encouraged to register for CCS through their myGov account linked to Centrelink. The subsidy is determined by family income, the parents' activity test, and the type of care being used. It is the family's responsibility to ensure their details are accurate and updated with Centrelink, including changes to income, activity levels, or family circumstances. The CCS is applied directly to the family's account, and any disputes or questions about payments must be directed to Centrelink.

Financial Hardship and Additional Support

We recognise that families may experience financial hardship. Where needed, payment plans may be arranged with the approval of the provider. Families can also apply for the Additional Child Care Subsidy (ACCS) through Centrelink, which provides extra support in cases of child wellbeing concerns, grandparent care, temporary financial hardship, or transition to work. The service works in partnership with families and relevant agencies to ensure children's access to care is not disrupted.

Debt Recovery Process

If fees are not paid on time, families will receive a reminder after one week and again after two weeks. At any stage, families may enter into an agreement with the service to repay outstanding amounts. If payments remain dishonoured, the debt is referred to a third-party recovery service, who will issue formal demands and apply their own fee schedule. If fees remain unpaid after three weeks, the child's enrolment may be terminated, and debt recovery processes will be pursued in line with privacy and legal requirements.

Late Collection of Children

It is essential that children are collected before the service closing time. Where this does not occur, a late fee is charged at the current rate of \$15.00 per ten minutes. Where late collection is consistent, the child's enrolment may be reviewed.

Changes to Fees

Fees may change from time to time, and families will always be given at least two weeks' written notice of any changes. Adjustments to CCS caps and rates are determined nationally and are applied automatically through the CCS system each financial year.

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Termination of Enrolment

Families wishing to end their child's enrolment must provide two weeks' written notice. Where notice is not provided, full fees may apply, and CCS may not be payable for certain absences or final sessions, as outlined by Family Assistance Law.

Roles and Responsibilities of Management

The approved provider and nominated supervisor are responsible for ensuring families are aware of this policy, issuing regular statements of fees, providing reminders of overdue fees, and discussing payment issues with families where needed. They are also responsible for ensuring all enrolments are correctly submitted, families are notified of any fee increases, and CCS entitlements are accurately processed.

Roles and Responsibilities of Families

Families are responsible for providing accurate enrolment details, including Centrelink reference numbers, and ensuring payment of fees according to the policy. Families must also confirm enrolments through their myGov account and notify Centrelink of any changes to their circumstances.

Third party Payments and Discounts

While parents are generally responsible for paying fees, there are circumstances where third parties such as employers, charities, or government agencies contribute towards childcare costs. These payments are managed in accordance with CCS rules. Our service also offers a staff discount for educators and cooks employed at the service, calculated as 50% off the full fee after CCS has been applied.

Complaints and Disputes

Families are encouraged to raise any concerns about the administration of fees or subsidies with the nominated supervisor, who will work with the approved provider to resolve the issue. Families may also contact the Department of Education's Child Care Tip-Off Line by phone or email if they wish to raise concerns directly.

Conclusion

This Payment of Fees Policy reflects our service's commitment to fairness, transparency, and accountability. It ensures that families understand their responsibilities, that the service maintains financial integrity, and that children continue to access high-quality education and care. Grounded in the My Time, Our Place Framework, the ECA Code of Ethics, and the National Quality Standard, this policy ensures that decisions about fees always uphold children's rights, family needs, and the sustainability of our service.



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Review

Date:	Changes:	Reviewed by:
29/06/23	New policy (All updated)	Charmayne Nathan
07/07/2024	Updated Non-Notification Fee and Cancellation Fee	Charmayne Nathan
18/09/25	Policy was updated, information was condensed.	Charmayne Nathan