



Larrakeyah Primary School OSHC

Payment of Fees Policy

1) Policy Statement

We aim to provide a quality service which is affordable to all within the community. Fee levels will be set by Management each year on completion of an annual budget and according to the Service's required income to cover costs. We are therefore committed to keeping fees as low as possible, while still covering the running costs of the service. These costs include, but are not limited to, wages, staff professional development, resources and equipment, office expenses, utilities, cleaning and maintenance and repairs. The purpose of this policy is to provide a framework under which the financial viability of Larrakeyah Primary School OSHC can be protected, by ensuring the prompt payment of fees, and the successful collection of any outstanding fees.

2) Background

The *Education and Care Services National Regulations* require approved providers to ensure their Services have policies and procedures in place in relation payment of fees and charge.

3) Legislative requirements

NATIONAL QUALITY STANDARD (NQS)		
QUALITY AREA 7: Governance and Leadership		
Element 7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
NATIONAL LAW AND NATIONAL REGULATIONS		
Regulation 168	Education and care service must have policies and procedures	
Regulation 170	Policies and procedures to be followed	
Regulation 171	Policies and procedures to be kept available	
Regulation 172	Notification of change to policies and procedures	

4) Principles to inform this policy.

We believe that:

- Larrakeyah 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 ensure the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.
- Larrakeyah Primary OSHC is fully approved for Child Care Subsidy rebates. You may be eligible to receive Child Care Subsidy, this is paid directly to the Service to reduce the amount of fees payable.



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5) Rights and Responsibilities

Management will:

- 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 if required
- Providing at least 4 weeks written notice to families of any fee increases.

Families Will:

- 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

*The CCS claimant must be parent 1 in the enrolment
- 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.
- Give a notification in writing of cancellation of service with of a minimum of 14 days prior to the cancellation date.

6) Fee Structure

- Parents are required to pay fees two weeks in advance prior to commencement of care. Fees are to be kept 2 weeks in advance.
- **Absences:** Any non -attendance days due to sickness, illness, or family once off arrangements will still incur the weekly/daily fee.
- A Permanent day is understood as scheduled regular routine of attendance days. i.e. attends 3 days per week, Mondays, Wednesdays, and Fridays.
- A surcharge fee is applied for each excursion and incursion that each child participates for cost recovery. The excursion and incursion fee will be added to the parent/guardian's SmartCentral balance.
- Normal daily fees are payable for public holidays, for children with permanent bookings.
- Fees are charged for full sessions only (regardless of the actual attendance hours in a day)
- Permanent bookings cannot be swapped for casual arrangements.
- **Late Fee:** A 'Late Pickup Fee' will be charged when a guardian collects their children after the Service's closing time (17:45). Larrakeyah Primary School OSHC reserves the right to charge Guardians a fee of \$25 plus \$1 per minute for each occasion their child is picked up late.

Note: CCS is paid for up to 42 day's absence for each child. Allowable absences are reset July 1 of every year.



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Explanation of an absent day in care

https://www.dss.gov.au/sites/default/files/documents/05_2015/education_fact_sheet_9_final_-_absences_from_child_care_0.pdf

7) Bookings and Cancelation

- Cancellations must be given in writing, a minimum of 14 days prior to the cancellation date.
- Change of bookings and extra casual bookings acceptance is subject to spot availability and staff numbers.
 - Holidays during school term:
- 14 days' notice for Notified absences, such as holidays during the term, and no fee will be charged.
- If a child is to be absent from of OSHC for longer them 2 weeks, bookings will be cancelled, and parents should contact us upon their return to re-book.

8) Payments and due dates

- Accounts must be kept a minimum of two weeks in advance.
- Invoices are distributed on a fortnightly basis, on a Tuesday.
- Statements of usage and fee payments will be always available to families, via the Smart Central portal.
- The preferred method of payment is via direct debit utilising ChildCare EasyPay. A direct debit application can be sent to the parent/guardians upon request.

Direct Debit

- Direct debit payments are processed using the Childcare Easypay system.
- Payments through Childcare Easypay are processed fortnightly on a Friday, or the next working day, it is noted that while fees are processed on a Friday, the day that a transaction is debited from individual accounts will vary dependent on the financial institution of individual families.
- It is the responsibility of each family to ensure that sufficient funds are available for deduction, and that payment details are updated with us as required. Any fees accrued for failed transactions due to insufficient funds or expired payment details, will be passed on to the relevant family.
- If a direct debit transaction is declined, an email will be issued, and the direct debit will be reattempted in 3 days.
- Easy Pay deserves the right of charge a dishonoured fee in the event of a payment being rejected.

Other Payment Options

- EFTPOS Transaction via front office or over the phone
- Electronic Bank Transfer
- All families must pay their fees by the **Friday** of the same week the invoice was sent out.



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- EFTPOS/Phone Payment are to be made direct to Larrakeyah Primary School within their business hours.
- Bank Transfers are made to Larrakeyah Primary School bank account and should contain the word OSHC plus the child's name and surname in the description.

9) Debt Recovery

- Families should advise the Director if, for any reason, their account cannot be kept up to date and a payment arrangement may be negotiated.
- If the account is not brought up to date within the seven days period, the child/children's place/s may be forfeited without further notice.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are experiencing temporary financial hardship

10) Child Care Subsidy (CCS)

Families must ensure that the following steps are followed to receive rebates:

1. Register for Child Care Subsidy rebate with Centrelink if you have not already done so. Click [here](#) for more details.
- 2.
3. When you receive your Assessment Notice from Centrelink you must enter the CRN and DOB details on your enrolment form for both parent and child. These **MUST BE ENTERED ACCURATELY**. Ensure that you enter the Centrelink registered parent as "Parent 1" with their matching CRN and DOB. This will be the parent on the assessment notice. If any details are missing or incorrect you will not receive rebates and full fees are payable. CRN details are unique for each child and parent and have the format 999 999 999X.
4. Once we have received your enrolment with complete and accurate CRN and DOB details for both parent and child, we can submit the Enrolment Notice to Centrelink. This is the agreement for care arrangements. You will then need to log in to your Centrelink Account to confirm the enrolment.

Online guide to [confirm your child's enrolment details](#).

5. Please also ensure that you have electronically signed the CWA (Complying Written Agreement) in your Smart Central account for each child.
6. If all steps are followed, then rebates should be applied to your account within a couple of weeks of attendance's being submitted.
7. If your child has already attended care and you subsequently receive your assessment and enter CRN details (and follow the steps above), the rebates can be backdated up to 28 days.

PLEASE NOTE: If your child only attends care on a casual basis (including only using our Vacation Care service), they will be 'Ceased' from the system if there is no attendance submitted for 13 weeks. If you wish to subsequently use the service we will re-enrol the child and re-submit the Enrolment Notice. You will then need to repeat (steps 3 and 4) accept this on your Centrelink Account and



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electronically sign the CWA. Your Child Care Subsidy (CCS) will then be re-instated. If you do not follow the steps 3 & 4 promptly you may NOT receive your rebates and full fees will be payable.

- It is the responsibility of the enrolling parent/guardian to complete and lodge their Child Care Subsidy (CCS) application with Services Australia and Centrelink.
- All OSHC fees are charged at the full rate and submitted via the Child Care Subsidy System (CCSS). Each family's eligibility for CCS is then calculated and the Service is then forwarded these funds. Deductions will then be made from each individual family's accounts.
- Any changes in a family's financial circumstances may result in changes to CCS. It is the family's responsibility to contact Centrelink if they wish to dispute this or discuss it further.
- The OSHC Service is not responsible for the calculations or allocation of CCS to families. Families must liaise with Centrelink for all these matters.

11) Sources:

- Australian Government Department of Education.
- (2022). My Time, Our Place- Framework for School Age Care in Australia.V2.0
- [Education and Care Services National Regulations](#). (Amended 2023)
- Policy and procedure guidelines – ACECQA
- www.servicesaustralia.gov.au