

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 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, educators and staff members 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 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 STANDARD (NQS)

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 defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED LEGISLATION

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

Enrolment Policy
Performance Management Policy
Medical Conditions Policy
Mobile Device Usage Policy
Behaviour Guidance Policy
Supervision Policy
Critical Incident & First Aid Policy
Complaints Policy
Safe Arrival of Children Policy
Child Safe Environment Policy

PURPOSE

For parents to gain a clear understanding of the Outside School Hours Care Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy ensures best practice of the process and procedures regarding the payment of fees.

SCOPE

This policy applies to children, families, staff, management, Approved Provider, Nominated Supervisor 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 Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

The fee structure of the OSHC Service includes:

Bond and Deposit Payment

- We do not require a bond payment at the point of Enrolment into OSHC.

Payment of Fees & Charges

- Fees are charged for each session for before and after school care and per day for vacation care programs
- 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 pay the difference between the fee charged and the subsidy amount; the 'gap' amount.
- Invoices payment terms are 14 days from date of issue, payment can be made through The Heights School online payment portal or EFT on site at OSHC.
- Fees are charged for full sessions. No part or half session fees available.
- Families are requested to contact the Service if their child is unable to attend a particular session.

Operating Fees

Session Type	Opening Time	Closing Time	Permanent Session Fee	Casual Session fee
Before School Care	7:00am	9:00am	\$17	\$20
After School Care	3:05pm (Monday 2:30pm)	6:00pm	\$26	\$30
Vacation Care & Pupil Free Day	7:00am	6:00pm	\$70	
Early School Finish	12:45pm♦	6:00pm	\$27	
Preschool Wednesday Session 1	12:20pm♦	3:05pm	\$27	
Preschool Wednesday Session 2	12:20pm♦	5:30pm	\$27	

- ♦ Times are subject to change dependant on school calendar. Listed times are the earliest opening times. Session fees will remain the same despite later opening times.

Booking Types

Booking Type	Definition
Permanent	A recurring booking for the same session/s on an ongoing weekly basis. Permanent bookings reserve an ongoing place for the child and are chargeable regardless of attendance unless the required absence period is provided.
Casual	A non-recurring or ad hoc booking requested on an as-needed basis. Casual bookings are subject to availability and are not guaranteed until confirmed by the Service.
- Permanent bookings are intended for families requiring regular, ongoing care arrangements and must reflect genuine care needs. They may not be held speculatively to reserve places that are unlikely to be used. - Casual bookings are subject to staffing ratios, licensing requirements, and operational capacity- they may be refused where the Service has reached capacity - The Service reserves the right to review or amend booking arrangements where booking patterns are inconsistent with the nominated booking type.	

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.
- For more information on the CCS, it is recommended that families access the below website: [Child Care Subsidy - Services Australia](#)

Absences from OSHC Service

- Families are required to contact the Service if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is absent due to illness, resulting in late communication to the Service. For successful cancellation without charge please see the following cancellation and absence notice period table:

Program/Booking Type	Minimum Required Notice Period
Before School Care – Permanent	3 calendar days prior to the booked session - business days only
Before School Care – Casual	24 hours prior to the booked session - business days only
After School Care – Permanent	3 calendar days prior to the booked session - business days only
After School Care – Casual	24 hours prior to the booked session - business days only

Vacation Care	7 calendar days prior to the booked session - business days only
Pupil Free Day	7 calendar days prior to the booked session - business days only
- The time a cancellation or absence notification is received by the Service will determine whether the required notice period has been met. - Notifications received outside business hours will be deemed received at the time they are submitted. - Failure to provide notice within the required timeframe will result in the full session fee, including any applicable gap fee, being charged. 'Business days only' refers to all absence notifications being required on Monday-Friday. If a cancellation is required on a Monday, notice will need to be given the prior Friday (casual), or 2 prior Fridays (permanent). - All notifications must be submitted via email or telephone	

- 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. (See Child Care Subsidy Handbook).
- 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 each additional absence, where required.
- If our Service is forced to close as a result of a public health directive, such as COVID-19, we may waive gap fees in line with Family Assistance Law guidelines.

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider and/or director.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship.
- For more information on ACCS it is recommended that families access the below website. OSHC will assist families wherever possible with these processes.

[Additional Child Care Subsidy - Services Australia](#)

Debt Recovery Procedure

- Reminders for overdue accounts will be sent via email at the end of each month. Families that have not made a payment for more than two weeks will receive an email.

- 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 contract will be provided for the family to sign outlining payment plan details. The payment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the payment plan is breached.
- Failure to make payment could terminate your child's position at OSHC. If payment plans and support arrangements are not adhered to then the Director will make a final decision which could see the Service refuse care for your child. At this time the OSHC Service will initiate its debt collection process, following privacy and conditional requirements.

Late Fees

Families are asked to telephone the Service as soon as they become aware that, due to an emergency, they will be collecting their child after the Service closes at 6:00pm. We ask that families make every effort to have one of their alternative emergency contacts to collect their child/ren in this situation.

- A late fee will apply where children are collected past the closing time as listed below:
 - 6:01pm to 6:10pm – A flat fee of \$30
 - From 6:11pm onwards – An additional flat fee of \$50 per 10 mins.
- At 6:00pm the service will phone all contacts in sequence to seek an authorized adult to collect the child as soon as possible (Contact 1, then Contact 2, then Emergency 1, then Emergency 2)
- Families that are *consistently* late will
 - be reminded upon collection of their child that the service closes at 6pm and there are charges for late collection
 - emailed a written communication once, reminding them of the OSHC collection policy and given notice that charges for late collection will now apply
 - billed for late collection
- If families continue to collect after 6:00pm, their enrolment with the service will be ceased for a period at the discretion of the director. Thereafter, if the issue still cannot be rectified, then the enrolment will be terminated.

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.

Termination of Enrolment

- Parents are to provide **two weeks** written notice of their intention to withdraw a child from the center.
- For information regarding the CCS and enrolment termination it is recommended that families access the below website:

[Child Care Subsidy - Services Australia](#)

Governing Council will:

- provide support in circumstances involving outstanding debts and non-payers at the service
- oversee the Fees Policy, Governing Council reserves the right to amend/update this policy at any time and will provide notice to families when amendments/updates occur.

The Director will:

- ensure all families are aware of our *Payment of Fees Policy*
- ensure enrolments are submitted correctly with the appropriate enrolment information
- provide families with regular statement of fees payable
- notify families of any overdue fees
- provide families with reminder letters as required
- terminate enrolment of children should fees not be paid
- discuss fee payment with families if required
- provide at least 4 weeks written notice to families of any fee increases or changes to the way fees are collected, after consultation with governing council (approved provider).

[Please note: Reg. 172 states a minimum of at least 14 days must be provided to families]

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
- 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.

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@education.gov.au

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

SOURCES

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

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 Provider Handbook

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education

<https://www.education.gov.au/early-childhood>

Australian Government Department of Education. *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.).

REVIEW

POLICY REVIEWED BY	Astha Bhandari		THS OSHC Director	June 2026
POLICY APPROVED BY THE HEIGHTS SCHOOL GOVERNING COUNCIL	Name: Alina Page Representatives Governing Council		Role: Principal	Date: June 2026
POLICY REVIEWED	June 2026	NEXT REVIEW DATE	MAY 2027	
MODIFICATIONS	POLICY REVIEWED			
	MARCH 2023	- Added and updated Operational Fees - Updated Bond Policy - Updated Late Fees Policy - Updated Absence Policy		
POLICY REVIEWED	MARCH 2024	Updated Late Fees Policy		
	FEBRUARY 2025	- Update to Absence Policy - Update to Operating Fees - Removal of deposits and advance payments		
	JUNE 2025	- Governing council feedback received and reviewed - Governing council feedback implemented as updates to policy - Governing council updates reviewed and adjusted with OSHC advisory committee		
	MAY 2026	- Update to Operating Fees - Added Booking Types - Update to Absence Policy		