

PAYMENT OF FEES POLICY

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 education and care 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 LAW AND NATIONAL REGULATIONS	
S.2A	Paramount consideration—safety, rights and best interests of children
111	Administrative space
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
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

184	Storage of records after service approval transferred
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RELATED LEGISLATION

Child Care Subsidy Secretary’s Rules 2017 A New Tax System (Family Assistance) Act 1999 Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook	Family Law Act 1975 Child Care Subsidy Minister’s Rules 2017
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RELATED POLICIES

CCS Accounts Policy Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	CCS Accounts Policy Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy Fraud Prevention Policy Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Termination of Enrolment Policy
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PURPOSE

For parents to gain a clear understanding of the OSHC Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the 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, families, staff, 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(CCS) legislative requirements. We have effective compliance systems in place to ensure CCS is administered appropriately and receipts and statements are provided to families. . Our OSHC Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family. We are committed to ensuring that children’s safety, rights and best interests are the paramount consideration in all

decisions, actions and practices including those relating to the payment of fees, recognising the importance of continuity of education and care for all children.

GENERAL FEES

- The OSHC Service will issue families an invoice outlining fees charged for each session of care, any discounts provided and any CCS payments applied
- 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 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 via Electronic Funds Transfer (EFT)
- Fees must be kept in advance of a child's attendance
- A dated receipt will be provided for each payment via email on a weekly basis
- Fees are to be paid fortnightly through a direct debit system. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.
- Fees and charges associated with direct debit system are outlined upon enrolment
- The family is required to provide banking details to facilitate set up of the direct debit account
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a Statement of Entitlement on a fortnightly 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 including prescribed and non-prescribed recording obligations
- Fees are payable in advance for every session of Vacation Care that a child is enrolled at the OSHC Service. This includes pupil free days, sick/absent days, and family holidays.
- If the Service is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will be charged
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS may be paid for sessions that fall on public holidays
- Fees for BSC and ASC will be charged on a weekly basis after the care is provided. Invoices will be distributed to parents following the previous week's care. The exception to this invoicing and fee

payment is for the last week of each term. Vacation Care fees are charged in advance and are due by the last Monday each term.

- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Families are requested to contact the Service if their child is unable to attend a particular session.
- Casual days may be offered to families if available within the OSHC Service's license. If these bookings are made after 6.00pm on the night before care is required or the booking is made on the same day that care is required, a \$5.00 emergency booking fee will be charged per child per session that is booked late.
- Any overpayment of fees will be credited to the family account
- If, at the end of enrolment, the family account is in credit, any fees will be refunded to the family 8 weeks following the child's last day of attendance.

VACATION CARE BOOKING, PAYMENT AND CANCELLATION POLICY

- No telephone or email bookings will be accepted without forms attached.
- Forms to be handed in by Friday of the week bookings opened
- Completed booking forms are to be left at the CHPS Office or the OSHC service.
- Confirmation of your booking and/or waitlisted days will be advised to you by the co-ordinator at the start of the following week that the bookings opened
- there is no order of receipt or "first in/best dressed" priority. After the close off date, all booking requests will be considered and prioritised based on the below:
 - Single parents
 - Working parents
 - Fees paid on time/DD schedule active in Kidsoft
 - Behaviour of the child/ren
- **All bookings are tentative only and will NOT BE CONFIRMED UNTIL FULL PAYMENT IS MADE by the due date.**
- All bookings must be paid by **the last Monday of term** If payment is not made by this date, all bookings will be cancelled. Payments by EFTPOS and online via Kidsoft are accepted and can be made at both the OSHC and School office
- From 6.00pm on the last Monday of each term before the Vacation care program commences, no refund will be given.
- There will be a \$5 alteration fee (per student & per booking) for any changes made to bookings after the cut off date which is the last Monday of each term.
- A \$5.00 per child emergency booking fee will be charged to all bookings that are made after the program commences.

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.
- Parents must:
 - o care for their child at least 2 nights per fortnight or have 14% share of care
 - o be liable for child care fees at an approved early childhood education care service
 - o meet residency requirements

The child must:

- be 13 or under and not attending secondary school and
- meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - family income estimate
 - Aboriginal and Torres Strait Islander children
 - number of children in care
 - recognised participation
- 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 circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances).
- Any disputes with CCS payments is 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.

ABSENCES FROM THE OSHC SERVICE

- Families are requested 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 unable to attend, unless notification has been given by 6:00pm the night before care is required. If the day to be cancelled is a Monday, notification must be given by 6:00pm on the Friday before. If notification is not given

within the above-mentioned time-frame then the families will be charged the gap fee. Please note, that according to the guidelines and National Law, if a child's first or last booked day is an absence then Centrelink will not pay the CCS portion of the fee and families will be responsible for paying the full fee of the cancelled session.

- 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
- Allowable absences can be taken for any reason. Families do not have to provide evidence.
- Families can view their absence count through their Centrelink online account via MyGov.
- In a period of 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
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged. In the first instance, speak with the program Coordinator.
- 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

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a follow up phone call or email will be made after two weeks and then again after three weeks 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 child's position will be terminated if payment has not been made after four weeks, for which the family will receive a final letter terminating the child's position. At this time the OSHC Service will initiate its debt collection process, following privacy and conditional requirements.

LATE FEES

- Our OSHC Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late from the OSHC Service. A late fee will apply where children are not picked up prior to closing time. A fee of \$15.00 per 10 minutes block or part thereof per child will be incurred by the family. After the first 10 minutes, the cycle will continue and each child will be charged \$15.00 per 10 minute block.
- A review of the 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. (Regulation 172 requires a minimum of 14 days' notice)
- 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/guardians are to provide one week's notice of their intention to withdraw a child from the OSHC service.
- If termination from the OSHC Service is required without notification, families can lose their Child Care Subsidy, resulting in the requirement for full fees to be paid.
- 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

RESPONSIBILITY OF MANAGEMENT

The approved provider and nominated supervisor are responsible for:

- ensuring that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- ensuring that children's safety, rights and best interests are the paramount consideration of all Service decisions and practices
- setting fees for children to enrol at the Service
- ensuring the service and all persons with management and control (PMC) comply with the rules under 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 associated procedure
- ensuring copies of our Payment of Fees Policy are readily accessible for families
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- ensuring parents pay fees electronically to the Service
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- providing at least 4 weeks written notice to families of any fee increases
- discussing financial hardship considerations and payment plans with families, when necessary

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.

PRESCRIBED AND NON-PRESCRIBED THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for childcare fees. State and territory governments (and their agencies) can contribute to the cost, in part or full of education and care fees for families with no impact on CCS payments (in some circumstances).

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, these will be recorded and submitted as non-prescribed discounts. Our OSHC Service will record all documentation regarding any third-party payments and submit reports to the Department as part of session reports. (effective 7 July 2025)

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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 OSHC Coordinator in the first instance. The OSHC Coordinator 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 Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

RESOURCES AND INFORMATION FOR FAMILIES

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

[Managing third party discounts](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our Payment of Fees Policy will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management, and notification of any change to policies will be made to families.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Fee Increase Letter – General Fee Increase Letter – Wage Increase Forward Bills fees: EOY Letter Late Collection of Child – Late fee charged Overdue Account Letter	Overdue Fee Payment Letter Overdue Fee Payment Procedure Payment Plan Record Staff Discount Application
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SOURCE

- Australian Children’s Education & Care Quality Authority. (2026). [Payment of service fees and provision of a statement of fees charged by the service Policy and procedure guidelines](#)
- Australian Government Department of Education [Child care discount for early childhood workforce](#)
- Australian Government Department of Education. (2026). [Child Care Provider Handbook](#)
- Australian Government Department of Education [Early Childhood and Care](#)
- Australian Government Department of Education (2024). [Help in an emergency Children \(Education and Care Services\) National Law \(NSW\) \(NSW services only\) Education and Care Services National Law Act 2010 Education and Care Services National Regulations 2011 Education and Care Services National Regulations \(NSW\) \(2025\) \(NSW services only\) Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012 \(WA Services only\) Western Australia Legislation Education and Care Services National Regulations 2012 \(WA Services only\)](#)

REVIEW

POLICY REVIEWED BY	ANGELA STEVENS	BUSINESS MANAGER	27/5/2026
POLICY REVIEWED	MAY 2026	NEXT REVIEW DATE	MAY 2027
VERSION NUMBER	V17.05.26		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy review • updated changes to CCS effective January 2026 • added legislative changes to include paramount consideration • sources updated as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		
MAY 2025	<ul style="list-style-type: none"> • annual policy maintenance • added information about overpayment of fees and requirement to pay fees electronically • added reporting requirements for prescribed discounts (7 July 2025) • sources checked for currency and hyperlinks updated 		



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