
PAYMENT OF FEES

QUALITY AREA 7.3: GOVERNANCE, LEADERSHIP & SERVICE MANAGEMENT

Policy Statement & Commitments

Yarraman Oaks Primary School Outside School Hours Care Service operates as a non-profit organisation. Any surplus income will be expended on equipment and resources for the children's program, and minor upgrades and service improvements, as specified by Yarraman Oaks Primary School Council and the annual OSHC budget proposal.

Yarraman Oaks Primary School Out of School Hours Care Service aims to provide a quality service that is accessible and affordable to all families.

Fees for each component will be set each year by the OSHC management Subcommittee, under the auspices of the Yarraman Oaks Primary School Council, in order to provide a quality and viable education and care service.

The setting and payment of fees takes into account all requirements of the Education and Care Services National Regulations (2011), Australian Tax Office requirements, privacy legislation and the guidelines provided by the Australian Government Department of Education. Yarraman Oaks Primary School Out of School Hours Care Service understands the importance of maintaining accurate fee statements and providing clear information to families on fee payment processes.

Yarraman Oaks Primary School Out of School Hours Care Service is funded by the Australian Government to provide family assistance to families through, the Child Care Subsidy System (CCS) and is approved to provide 30 places to children in each care component each day.

Yarraman Oaks Primary School Out of School Hours Care Service is committed to:

- ensuring that families are provided with information and advice about fee levels and the Child Care Subsidy System (CCS) application process, affordable fees, a fee payment process, regular and accurate fee payment statements and information about financial support.
- maintaining a process where a family's difficulties in maintaining their fee payments can be addressed in order to prevent any negative impact on the care provided to their child.

- having sufficient fee income to ensure the School Council, through the OSHC Management Sub-Committee, can maintain a quality and viable service.
- ensuring fee payments are up to date and accurate collection records are maintained.

All records held will be maintained in accordance with Yarraman Oaks Primary School Out of School Hours Care Service's Confidentiality & Management of Records Policy.

Definitions

CCS - Child Care Subsidy System is a payment from the Australian Government to help families with the cost of child care.

CRN - Centrelink Customer Reference Number.

CWA – Complying Written Arrangement is an arrangement between the OSHC Service and the parent/guardian to provide childcare in return for fees – and must reflect the booking pattern

DHS – Department of Human Services

MyGov – an online application to access portal between parent/guardian and the government

Qikkids – The Computerised Administration System used by Yarraman Oaks Primary School Out of School Hours Care Service to manage CCS payments using software called Qikkids.

Booking Options

Permanent bookings are the same days needed every week during school terms. This is a secure position held for a child during program times on those days; Aftercare: 3.30-6.00pm; Before care: 7.30-8.45am. If a child does not attend the program on their permanent days, a full fee is not charged.

Casual bookings are made when a day or days are required on a non-permanent basis. These bookings can be made at any time, but are subject to the availability of positions. Once booked, if a child does not attend the program on their casual day, a full fee will not be charged.

Responsibilities

The Yarraman Oaks Primary School Council has the responsibility to ensure that:

- fees will be reviewed on a regular basis by the Yarraman Oaks Primary School Council when establishing the budget parameters
- fees are charged on a per day/session basis per child.

The OSHC Coordinator has the responsibility to ensure that:

- families are invoiced fortnightly
- School Council is informed of industry changes to fee requirements.

Parents/Guardians have a responsibility to ensure that:

- All families are required to pay fees for the care of their children on a fortnightly basis.
- All fees are paid in full at or before the end of each term.
- Families promptly discuss with the coordinator any difficulties they have with the regular fortnightly payment of their fees.

Child Care Subsidy System (CCS)

‘The Australian Government provides financial assistance to families, mainly as subsidies, under the Family Assistance Law.’ Childcare Provider Handbook V.1.0. 29 May 2018

- Yarraman Oaks Primary School Out of School Hours Care Service will comply with the Australian Government requirements to be an approved education and care service for the purposes of providing Childcare funding to families in the form of; Child Care Subsidy System.
- Yarraman Oaks Primary School Out of School Hours Care Service will comply with the on-line Child Care Subsidy System (CCS) reporting requirements and any other requirements for claiming and administering CCS.
- At enrolment all families will be provided with information on how to apply for funding or families can contact the DHS/Centrelink to ascertain their eligibility. Ph 136150

www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees

- It is the responsibility of the enrolling parent/guardian to complete and lodge their CCS application with DHS to receive their eligible fee reductions in a timely manner.
- All attendance fees are charged at the full rate and submitted weekly online to the DEEWR/CCMS office. Each family’s eligibility for CCS is then calculated and Yarraman Oaks Primary School Out of School Hours Care Service is then forwarded these funds. Deductions are then made to each individual family’s accounts, with the family paying the gap fee.
- Any changes in a family’s financial circumstances may result in cancellation of CCS. It is the family’s responsibility to contact the DHS/Centrelink via the My Gov App if they wish to dispute this or discuss it further. Centrelink; 13 61 50.
www.my.gov.au

- Families with children under seven years of age seeking CCS for the first time will be required to meet the Australian Government’s immunisation requirements.

Yarraman Oaks Primary School Out of School Hours Care Service will provide information to these families about this requirement in the family handbook.

- Families will only be eligible for CCS if child-care attendance records are accurately completed and signed by the parent/guardian, and other eligibility requirements are met.

- All documentation pertaining to CCS will be kept for the specified period of time and made available to authorised Australian Government Officers on request.

- Educators at Yarraman Oaks Primary School Out of School Hours Care Service have a basic knowledge of CCS requirements, and will therefore refer all specific queries to the OSHC Coordinator.

- The OSHC Coordinator will be trained in the implementation and administration of CCS reporting and CCS fee payment procedures.

- Parents/guardians must apply to the DHS Office/Centrelink via the My Gov App to determine their eligibility and receive financial assistance.

- The OSHC program must be provided with correct information for data matching including; CRN numbers for each child and parent, their date of birth and contact name details of the claiming parent, and correct booking patterns or Complying Written Arrangements (CWA). Missing or incorrect details will result in no CCS being received until the mistakes are corrected.

- Families must notify the program in writing if they do not wish to receive government fee assistance – they will be paying the full day/session fee.

- If families are experiencing difficulties making their payment, they should advise the OSHC Coordinator as soon as possible.

- Families will be notified of upcoming changes in the Child Care Subsidy System via the OSHC communication; written notices posted on the OSHC noticeboards, newsletter and emails.

Yarraman Oaks Primary School Out of School Hours Care Service is not responsible for the calculations or allocation of CCS to families. Families must liaise with the DHS/Centrelink for all of these matters.

Absences

Absences will not be charged for at the full cost for both permanent and casual places once booked.

The service can reallocate the position if sufficient notice has been given, and there is a demand for the place.

Absence from the program can affect the CCS entitlement received. For further details refer to the Yarraman Oaks Primary School Out of School Hours Care Service Parent Handbook and the website; www.humanservices.gov.au

- Families should contact Yarraman Oaks Primary School Out of School Hours Care Service to advise of their child's inability to attend as soon as this is known and prior to the booked session of care.

- Families are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally have attended on that day, and fees have been charged.

- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences.

Additional absence are permitted in the following situations:

- an illness (with a medical certificate)
- an outbreak of an infectious disease, when the child is not immunised
- any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
- a parent being on a rotating shift or rostered day off
- a temporary closure of Yarraman Oaks Primary School Out of School Hours Care Service or a pupil free day
- shared custody arrangements due to a court order, consent order or parenting order
- exceptional circumstances.
- Cessation of Care- Two week's notice of cancellation to permanent places must be given. The full fee will be charged for unattended bookings prior to a cessation of care – CCS will not be paid.

Procedures for Fee Setting & Providing Accounts

- The OSHC Management Sub-committee's recommendations on the required fee level to meet budget prediction for the next year will be presented to the School Council for final determination.

- The fee schedule and fees payment policy will be fully explained to families during the enrolment process.

- Invoices will be issued fortnightly in arrears.

- Families will be given a minimum of 14 days' notice of any fee increase.

- The same fee will be charged to all families.

- Details of an individual's account and all completed forms kept by Yarraman Oaks Primary School Out of School Hours Care Service will be confidential and stored appropriately. Individual families may access their own account records at any time.

-Particulars of fees will be available in writing to families upon request.

Yarraman Oaks Primary School Out of School Hours Care Service fees are as per the following table.

Before School Care \$15.00 Per session/per child

After School Care \$20.00 Per session/per child

Curriculum /Pupil Free Days \$40.00 full day care

(Excursion/incursion extra cost)

Procedures for Payment of Fees

Program Invoice Statements are issued fortnightly for all Families who have charged bookings; permanent or casual for the last two weeks of care.

- Statements are issued fortnightly after usage. Families wishing to pay in advance may do so. This will show as a credit on the invoice. Statements are emailed to families upon request. Statements are printed and forwarded to families.
- Families are required to pay fees in arrears for the previous two weeks of care. A dated receipt, in accordance with Australian Government guidelines, will be provided for each payment.
- Receipts are issued by Administration staff and forwarded to parents.
- Families pay for a place and may elect to book permanent or casual places. Fee payment will be recorded according to Australian Government guidelines.
- Fees are payable from the agreed commencement date.
- Payment can be made in full.
- Part payments can also be made, weekly or fortnightly.
- Fees must be paid by the due date, as stated at the bottom of statements.
- Payments can be made online into the Yarraman Oaks Primary School Official Account.
- Cash or cheques will be accepted during School business hours and paid to the Administration officer. In the event of a cheque payment being dishonoured any associated charges incurred (such as bank dishonour fee) will be redirected to the family concerned.
- OSHC Coordinator cannot accept payment.

Procedure for Dealing with Overdue Fees

Families with overdue fees will be encouraged by the School Administrator to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.

If there is no settlement of the account after two requests, the account will then be handed to the School Principal to be followed up.

Should agreed payment arrangements or plans not be kept, the following procedure will apply.

After payments are two weeks overdue

- written reminder/email will be forwarded to the family member nominated on the enrolment form as the person responsible for the payment of fees.

After payments are four weeks overdue

- Another letter/email will be sent and include a reminder that family members nominated on the enrolment form as the person responsible for the payment of fees are encouraged to discuss payment difficulties and make suitable arrangements to pay with the School Administration Office.
- This letter will be followed up with a phone call from the School Administration Officer.

After payments are six weeks overdue

- A letter will be issued advising that the place may be cancelled if the account should become seven weeks overdue.
- This letter will be followed up by a phone call from the School Administration Officer.

After payments are eight weeks overdue

- If no arrangements to pay have been made or kept, the place will be cancelled.
- A letter to the family member nominated on the enrolment form as the person responsible for the payment of fees, will be sent from the School Council advising the family of this, and will include a copy of Yarraman Oaks Primary School Out of School Hours Care Service grievance and complaints procedure.

Procedure for Administering Late Collection Fees

- Whenever possible, if a parent/guardian will be late to collect their child, they should ring Yarraman Oaks Primary School Out of School Hours Care Service. Refer to Yarraman Oaks Primary School Out of School Hours Care Service Delivery & Collection of Children Policy.
 - A late collection fee will be charged to families not collected from Yarraman Oaks Primary School Out of School Hours Care Service by closing time at a rate of \$1 per minute after 6pm per child for the first 10 minutes and thereafter \$4 per minute per child, will be charged to 2 hours.
- The fee charged for late collections is determined by:
- the need to cover the cost of paying overtime wages to staff
 - the need to deter families from making a habit of late collections

- any special circumstances (i.e. traffic accident or vehicle breakdown).
- When a family is continually and regularly late arriving at Yarraman Oaks Primary School Out of School Hours Care Service to collect their child, the OSHC Coordinator will discuss other child-care options with the family. (See the Delivery & Collection of Children policy.)
- The childcare subsidy does not apply to Late fees, and will be charged to family statements as a separate fee.

This policy should be read in conjunction with:

Delivery & Collection of Children
 Financial Management
 General Service Information
 Record Keeping & Confidentiality Policy
 Enrolment, Re-enrolment & Orientation Policy
 Grievance Policy

Sources & Legislative References

Centrelink: www.centrelink.gov.au

Department of Human Services:

www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees

Info for families; www.education.gov.au/ChildCarePackage

My Gov: www.my.gov.au

National Professional Support Coordinator Alliance 2012, Getting started with policies for the NQF: Policies in Practice template – Payment of fees,
www.pscalliance.org.au

Education & Care Services National Law Act 2010 (Vic) - Sections 3(3)(c) & 175
 Education & Care Services National Regulations (2011) – Regulations 75, 158 & 168
 (2)(n)

National Quality Standard for Early Childhood Education and Care & School Age Care (2010) – Standard 7.3, Elements 6.1.1, 6.1.3, 7.3.1 & 7.3.5

Information Privacy Act 2000 (Vic) – Information Privacy Principles

A New tax System Act 2000 (Cwlth) – Family Assistance Law

Privacy Act 1988 (Cwlth) – National Privacy Principles

Date Reviewed August 2020

Next Review Date August 2023