



Payment of Fees Policy

National Quality Standards:

Area 7 - Governance and leadership

Standard 7.1 - Governance

Elements:

7.1.2: Management Systems

Systems are in place to manage risk and enable the effective management and operation of a quality service.

Children (Education and Care Services) National Regulations (2011 SI 653):

Reg. 168	Education and care service must have policies and procedures
Reg. 172(2)	Notification of change to policies and procedures
Reg. 173	Prescribed information to be displayed

Related Policies:

- Complaints
- Enrolment

Policy Statement:

Adventure OSHC sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality Service for children and families. We strive to ensure that our Service is affordable and accessible to families in our community. The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Purpose:

To ensure that fees set within the service are in line with the regulations are fair to both the service and families.

Scope:

This Policy applies to families, staff, and management.



Implementation:

Enrolment:

- The Service is an Incorporated Association and as such, families enrolling their child in the Service are bound by the rules of the Association for the period of the child's enrolment.
- An admin/equipment fee of \$17 per child will be charged at the end of each term for those children actively attending. This fee is not subsidised and must be paid in full.

Child Care Subsidy:

- Child Care Subsidy is the payment made by the Government to assist families with the costs of childcare. It is paid directly to the service and passed on to families as a fee reduction.
- Families are required to make a co-contribution to their childcare fees and pay the service the difference between the fee charged and the subsidy amount.
- The service is not directly involved in the calculation of a family's entitlements, as this is a matter between the family and Centrelink.
- The family is responsible for ensuring that Centrelink has processed their information and they have logged on through MyGov to confirm their enrollment at the Service.
- Families should ensure they provide true and complete information to Centrelink for the purposes of claiming the Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered at a later date by Centrelink and/or the Service.
- In the event of a dispute between Centrelink and the family, or the failure of Centrelink to make a payment of subsidy to the family, full fees are payable until such time as the subsidy is reinstated.

Bookings and Cancellations:

Each family is expected to make bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the Service's Enrolment Form in full.

Families wishing to cancel their child's permanent place at the Service are required to provide 2 weeks written notice to the Nominated Supervisor or OSHC Manager, or they are liable to pay the equivalent of two weeks childcare fees to the Service.

Families wishing to cancel their child's booking (both casual and permanent) for a particular day are required to cancel within 24 hours of the session start time, or incur a \$15.00 cancellation fee (session fee will be removed). The preferred method of notification for absences is through the Xplor Home app or by texting the service phone.



Service Closure:

No fee is charged while the service is closed over the Christmas/New Year period or on public holidays.

Payment of Fees:

Fees must be paid once Invoiced, within the stated due date. Families will be provided with a statement of fees charged by the Service weekly (**Regulation 168**).

Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

Debt recovery:

The Approved Provider reserves the right to act to recover debts owing to the Service. This can include the engagement of debt collectors to recover the monies owed. Where a family owes any overdue fees to the Service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan.

Parents have access to the amount owing at all times through their Xplor Home app.

Late Collection Fee:

- Staff are unable to accept children into the Service outside of the advertised service hours. Should children be present after the closing time, a late fee of \$ 15 per time block of 15 minutes will apply.
- The hours and days of operation of the service will be displayed prominently within the service (**Regulation 173**).
- In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the Service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

Methods of Payment:

Fees can be paid by:

- Direct Debit - from your bank account or credit card to the Service's bank account through the Xplor Home app.
- Lump sum payments through the Xplor Home app.
- BPAY (please request these details by contacting admin@adventureoshc.com.au)
- The service does not accept any cash payments.



- Families will be given a minimum of fourteen days' notice of any changes to the way in which fees are collected ([Regulation 172](#)).

Confidentiality:

All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the OSHC Manager and Approved Provider required to act, for example, to initiate debt recovery. Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

Increase of Fees:

The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase ([Regulation 172](#)).

Acknowledgement of Responsibility to Pay Fees:

Families are required to read and sign the Acknowledgement on the Service's Enrolment form, which includes acknowledgment to adhere to the terms in this policy regarding payment of fees.

Sources:

- Education and Care Services National Regulations (2011 SI 653)
- National Quality Standards

Version control created	11 April 2021
Reviewed	17 April 2022 - No changes
Reviewed	2 February 2023 - Minor changes (format, business name change)
Reviewed	11 September 2023 - Minor changes (formatting), related policies added
Reviewed	12 June 2024 - equipment and admin fees merged to be one Removal of late payment fees
Next review	June 2025