

# PAYMENT OF 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 (OSHC) provides quality education and care for primary school-age children outside school hours and during school holidays. Eaton Street Centre 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 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  | Family Law Act 1975                           |
| Child Care Subsidy Minister'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 in <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a> |   |

## RELATED POLICIES

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

## PURPOSE

For parents to gain a clear understanding of Eaton Street Centre's fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains 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 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:

### ADMINISTRATION FEE

- A once off non-refundable administration fee of **\$50.00** is charged upon confirmation of enrolment. This fee is added to your account once you have commenced care with us. Families are notified via

email that this administration fee will be added to their account one week before this fee will be debited. It will appear on your statement as an administration charge and does not attract Child Care Subsidy. This fee is per family, not per child enrolled at the Centre.

## BOND PAYMENT

All new families, inclusive of Casual Bookings and Vacation care bookings, are required to pay a bond to secure their enrolment at the Centre. The bond will be in line with the billing cycle selected at the time that you set up your direct debit.

- Monthly billing - \$600
- Fortnightly billing - \$300
- Weekly billing - \$150
- The bond amounts are per family and NOT per child.
- This amount will be deducted via your direct debit once you have commenced care.
- Families and carers will be notified via email one week prior to this amount being included onto your bill.
- This fee will appear as a **Bond Transfer Fee** on your weekly statement.
- Once your child/ren have ceased care at the Centre, the bond will be credited back to your account to reduce your final childcare bill. **If the bond amount exceeds your final childcare bill, the bond will be refunded to your account. *Please note that no refund can occur until your account has been reconciled against your Child Care Subsidy entitlements.***

## FEES

### Weekly Statements and Payments in Arrears

- All families receive a weekly statement of fees from CHAMP Enterprises, starting from the first week of attendance.
- Statements are received via email and are sent out on either a Wednesday or a Thursday of each week, depending upon pending entitlements of Child Care Subsidy.
- All payments are made one week in arrears due to Child Care Subsidy being a pending entitlement. Please refer to your statement under Fee Decisions to note that this is 'pending'.

### Permanent and Casual Care Fees

Fees payable as at Monday 3<sup>rd</sup> February 2025 are as follows:

|                    | Permanent Rate (per session) | Casual Rate (per session) |
|--------------------|------------------------------|---------------------------|
| Before School Care | \$17.75                      | \$19.84                   |
| After School Care  | \$26.10                      | \$28.19                   |

Fees Payable as at Monday 13<sup>th</sup> January 2025 are as follows:

|                      |   |
|----------------------|---|
| <b>Vacation Care</b> | Incentre Days - \$80.00 (per session)<br>Incursion Days - \$85.00 (per session)<br>Excursion Days - \$95.00 (per session) |
|----------------------|---|

- Fees are payable for every session that a child is enrolled at the Centre. This includes when your child is sick or on family holidays.
- Fees are charged for full sessions only, regardless of the actual attendance hours on any day.
- Families are not charged for NSW public holidays.
- Families are not charged if the Centre is closed due to periods of local emergency shutdowns such as during bushfire, floods or a pandemic.
- Families are not charged during shutdown periods. Eaton Street Centre shuts down for three weeks over each Christmas and New Year period.
- Casual bookings can be made via the My Family Lounge App. Twenty Four hours' notice is required via email to [care@eatonstreetcentre.com.au](mailto:care@eatonstreetcentre.com.au) if your child will be absent in order to not be charged for the casual session of care.
- Cessation of care applies when your child finishes care on an absence. No subsidy is payable for your child/ren if you finish care on an absence. No subsidy is payable for your child/ren if you commence care on an absence. You will find more information about this ruling online through Services Australia. Approved exemptions are listed on the site.

### 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:
  - care for their child at least 2 nights per fortnight or have 14% share of care
  - be liable for child care fees at an approved early childhood education care service
  - meet residency requirements
- The child must:
  - be 13 or under
  - not attending secondary school (unless an exemption applies)
  - meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:

- [family income estimate](#)
  - [activity level](#)
  - [Aboriginal and Torres Strait Islander children](#)
  - [number of children in care](#)
  - [type of early learning and childcare Service](#)
- 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 are 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.

## PAYMENT OF FEES

- Fees are set up using the Centre's direct debit system, Debit Success. The family is required to provide banking details to facilitate set up of the direct debit account
- Fees and charges associated with Debit Success are outlined upon enrolment
- It is a condition on enrolment that you provide your direct debit details to secure your enrolment.
- Eaton Street Centre uses Debit Success as the gateway to all payments and direct debits for the service
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees. Your statement of fees document when your payments have been reversed due to insufficient funds.
- Debit Success Terms and Conditions are available digitally when you are completing your enrolment form via your My Family Lounge account.
- Payment of fees is in arrears and not in advance. Therefore, you will continue to be charged after you have ceased care with us, in line with your billing cycle until your account is paid in full.
- 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
- Parents are responsible for ensuring that payment details are kept accurate and up to date. If details have changed Parents are required to notify Eaton Street Centre as soon as reasonably possible.

## ABSENCES FROM EATON STREET CENTRE

- Families are requested to contact the Centre if their child is unable to attend a particular session to avoid being charged the \$10.00 non-notification fee, as outlined in the 2024 Family Handbook.  
*Families must still pay the 'gap' fee to the Service if their child is unable to attend. [Fee charging practices are commercial decisions made by each childcare service and are not a matter regulated by the Family Assistance Law. Source: Australian Government Department of Education]*
- 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)
- Allowable absences can be taken for any reason. Families do not have to provide evidence.
- 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
- 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
- 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
  - [Grandparents](#)—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

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider

### DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after **one week** and then again after **two 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 written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to
- All efforts are made in collaboration with our bookkeeping and accounting service, CHAMP Enterprises, to notify families via email and or/phone if their accounts are falling into serious arrears.
- Please take the time to look at your statements as it will let you know if your payments are being reversed due to lost/stolen cards or insufficient funds.
- A child's position will be terminated if payment has not been made after **all reasonable attempts have been made by CHAMP the Nominated Supervisor and/ or the Parent Management Committee to contact families or an agreement for payment has not been reached**. Where the family will receive a final letter terminating the child's position. At this time, the Centre will initiate its debt collection process, following privacy and conditional requirements.
- It is the parents responsibility to ensure that ALL emails and details are correct and kept up to date so that Eaton Street Centre and CHAMP are able to quickly notify the family if their account is in serious arrears. All statements are sent via email and it is suggested that the email address used is one that you regularly access and separate to any work related emails.

### LATE FEES

- Eaton Street Centre is not licensed or insured to have children on the premises after hours. This is a breach of the Education and Care Service National Regulations.
- It is unacceptable to pick Children up from the Service late. A late fee will apply where children are not picked up prior to closing time
- Currently, a fee of \$5.00/minute/child will be incurred by the family
- 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 **two weeks** written 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 payment of requirement for full fees to be charged
- 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 Regulations* are met
- 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 consider 'fit and proper' persons
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Payment of Fees Policy* and procedure
- 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 or changes to the way fees are collected

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

### 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.

### THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for childcare fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of childcare fees for families. 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. Our Service will record all documentation regarding any third-party payments.

### 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 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](#)

### CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

## CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

|   |  |
|---|--|
| Fee Increase Letter – General<br>Overdue Fee Payment Letter | Overdue Fee Payment Procedure<br>Payment Plan Template<br>Staff Discount Application |
|---|--|

## SOURCES

Australian Children’s Education & Care Quality Authority. (2014).  
 Australian Children’s Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).  
 Australian Children’s Education & Care Quality 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 discount for early childhood workforce](#)  
 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 *Early Childhood and Care* <https://www.education.gov.au/early-childhood>  
 Australian Government Department of Education (2024). [Help in an emergency](#)  
 Education and Care Services National Law Act 2010. (Amended 2023).  
[Education and Care Services National Regulations](#). (Amended 2023).  
[Western Australian Education and Care Services National Regulations](#)

## REVIEW

|                    |  |                  |            |
|--------------------|--|------------------|------------|
| POLICY REVIEWED BY | Xavier Graves  | Centre Director  | 28.02.2025 |
| POLICY REVIEWED    | FEB 2025   | NEXT REVIEW DATE | FEB 2026   |
| VERSION NUMBER     | V15.05.24  |                  |            |
| MODIFICATIONS      | <ul style="list-style-type: none"> <li>Adjustment to include Eaton Street Centre specific information.</li> <li>Update to fees</li> <li>Inclusion of updated fees</li> <li>Clarification of late payment process.</li> </ul>   |                  |            |
| POLICY REVIEWED    | PREVIOUS MODIFICATIONS   | NEXT REVIEW DATE |            |
| MAY 2024           | <ul style="list-style-type: none"> <li>annual policy maintenance</li> <li>updated CCS eligibility (effective July 2023)</li> <li>added content to responsibility of approved provider/management</li> <li>sources checked for currency and hyperlinks updated</li> </ul> |                  |            |
| MAY 2023           | <ul style="list-style-type: none"> <li>policy maintenance</li> <li>minor formatting edits within text</li> </ul>   | MAY 2024         |            |

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"><li>• Change in payment of Gap Fees by EFT (effective 1 July 2023)</li><li>• information added regarding staff discounts</li><li>• continuous improvement/reflection section added</li><li>• Childcare Centre Desktop Related resources section added</li></ul> |  |
|--|---|--|