



## Fees Policy and Procedure

### Policy

IGS OSHC (After School Care and Vacation Care) (the service) 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.

### Procedure

#### a) **Child Care Subsidy**

- Child Care Subsidy is the payment made by the Government to assist families with the costs of child care. 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 child care 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; 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 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.



## **b) 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 place at the service are required to provide written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks child care fees to the service.

## **c) Absences**

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Subsidy System (CCSS) in relation to absences.

## **d) Service closure**

- No fee is charged while the service is closed over the Christmas/New Year period.

## **e) 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 (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.

## **f) 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 money 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. Fees not paid by the due date will be followed up as below:

1.	An initial letter stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment. A late fee will be added to the invoice.
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2.	If payment is not received, families will be invited, by telephone, to attend a meeting with the Finance Officer within 7 days to discuss a payment plan.
3.	Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.
4.	If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
5.	The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

#### **g) Late collection fee**

- The After School Care service operates from 3pm - 6pm during term time and the Vacation Care service operates from 8am - 6pm during the Vacation Care period. Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$5 per minute 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.

#### **h) Methods of Payment**

After School Care and Vacation Care (OSHC) fees are paid through Xplor. Fees can be paid by:

- Xpay / DebitSuccess (Direct Debit) by choosing to enter your bank account or credit card details through the Xplor Home app or Xplor Home desktop login.
- Pay Now payments - allowing families to make ad hoc payments at any time through the Xplor Home app or Xplor Home desktop login.



### **i) 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 nominated persons 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.

### **j) 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).

### **k) Acknowledgment of responsibility to pay fees (in the Enrolment Form)**

- Families are required to read and agree to information regarding fees in the Declarations section of the Enrolment form.

## Eligibility

This policy applies to all staff, volunteers and students in the IGS Out of School Hours Care service.

## Education and Care Services National Law & Regulations

- 168, 172(2), 173



## Links to National Quality Framework

The National Quality Framework defines requirements of the Fees Policy as outlined below:

Quality Area	Elements
7 - Governance and leadership	7.1.2 - Systems are in place to manage risk and enable the effective management and operation of a quality service.

## Links to Other Service Policies

- Enrolment & Orientation Policy
- Delivery & Collection of Children Policy
- Confidentiality Policy
- Governance & Management Policy

## Related Documents

- Enrolment Form
- Parent Handbook

## Key Resources

- Child Care Subsidy System: <https://www.servicesaustralia.gov.au/child-care-subsidy>



## Document Control

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