

PAYMENT OF FEES POLICY

Robina Outside School Hours Care 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 meeting 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.

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

RELATED POLICIES

POLICIES	
2.14	Bookings and Cancellations Policy
9.2	Enrolment Policy
9.3	Communication with families
10.4	Setting reviewing and managing fees

PROCEDURE

- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and Regulatory requirements. Statement of fees are emailed to the account holder each Monday.
- Statements will reflect fees for the week ending Friday. Additionally, any fees owing including, but not limited to, service fees, Vacation Care excursion and incursion fees, late pick up fees and non-cancellation fees. Please be aware this is the final amount that will be direct debited from your account the following Monday.
- The account holder must notify the service of any discrepancies before 6:00pm Friday for the current week.
- All payments for Before School Care, After School Care and Vacation Care are processed in arrears on Monday of a weekly basis.
- All fees must be paid by the due date via direct debit from a Bank Account or by Credit Card (Visa/Mastercard only). Fees and charges for the service are subject to change.
- The account holder will consent to Robina OSHC direct debiting from their bank account or credit card (Visa/Mastercard only), all fees that they incur by using the service.
- The account holder must keep all bank account and credit card details up to date at all times.
- Failure of payment may result in termination of bookings.

The fee structure of the OSHC Service includes:

Enrolment Fee and Bond Payment

- An enrolment fee of \$30.00 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the OSHC Service.
- An annual enrolment charge of \$30.00 per family is charged for each year the family continues to use the service.

General Fees

- Fees are charged for each session for Before and After School Care and per day for Vacation Care.
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives.
- CCS is paid directly to the service and this is used as a fee reduction (visible on a family's statement).
- Families are required to pay the difference between the fee charged and the subsidy amount, the 'gap' amount.
- Fees are to be paid weekly through a direct debit system.
- Fees are payable for every session that a child is enrolled at the OSHC Service. This includes sick days, and family holidays but excludes periods when the Service is closed. The Service may be closed due

to periods of local emergency such as bushfire or flood or pandemic.

- 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.

CCS (Child Care Subsidy)

Please note Centrelink may adjust a families child care subsidy according to eligibility requirements. Families are responsible for ensuring they have updated any information required for (CCS) Centrelink purposes.

A family may lose part or all of CCS due to a number of the following:

- change in family circumstances,
- not lodging a Tax Return for the previous year
- exceeding 42 'Allowable Absences' per financial year
- exceeding hours of eligibility

In the case that CCS has not applied, it is the responsibility of the account holder to contact Centrelink for direction. Account holders are welcome to query any discrepancies in regards to CCS with the service Coordinator, however please note Robina Outside School Hours Care can not contact Centrelink on behalf of the family.

Please be aware the amount owing reflected on weekly statements will be the total amount debited the following Monday regardless of CCS status. In the case of continued CCS discrepancies the account holder may choose to contact the service Coordinator to arrange a weekly payment plan.

Direct Debit (Debit Success)

All payments to Robina OSHC are deducted via DebitSuccess. You will incur DebitSuccess processing fees charged by DebitSuccess, which is an external payment provider. The fees and charges applied by DebitSuccess are not charged by Robina OSHC.

Fees are deducted from your chosen account or card on a weekly basis (each Monday).

DebitSuccess fees are:

- 2.35% for Visa/Mastercard transactions
- \$0.88 Per Bank Account transaction
- Admin Fee \$2.20 (DebitSuccess charges all new customers a one-time set up fee)

DebitSuccess will charge a dishonour fee for any direct debit transactions where there are insufficient funds to cover the fees. This fee is currently up to \$19.95 for each unsuccessful debit.

. Failure to Pay

- If a family fails to pay the required fees on time, a reminder letter will be issued via text or email after **one week** and then again after **two weeks** if the fees are still outstanding.
- A child's position will be terminated if payment has not been made after **three weeks**, for which the

family will receive a final letter terminating the child's position. At this time the Robina OSHC will initiate its debt collection process, following privacy and conditional requirements.

- Where a family fails to pay their fees following the cancellation of care, the service has a right to refuse a family's re-enrolment should the family require care in the future.
- A review of the child's enrolment will occur where families are consistently late with fee payment

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Approved Provider.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.

Additional Fees

Additional fees and charges are payable by the account holder in the following situations:

- a) If you do not follow the services cancellation procedures when the registered child/children is absent on a day that they are booked to attend the service, a \$10.00 per child non-cancellation fee will be charged,
- b) If the registered child is not collected from the service by the advised closing time, \$25.00 for the first 15 minutes and \$1.00 per minute there after per family will be charged. (Robina OSHC is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- c) Vacation Care - In the case that a child/children has not been provided a hat or has forgotten and wishes to play outside they may borrow an "OSHC Spare" hat at a cost of \$5.00 per day. This fee will be charged to the account holder.
- d) Vacation Care – In the case that a child/children has not been provided lunch or requires additional food, the service will charge \$5.00 for a Sandwich and a piece of fruit.

Change of Fees

- Fees are subject to change at any time provided a minimum of **four weeks** written notice is given to all families.

Termination of Enrolment

- Parents are to provide **two weeks** written notice of their intention to withdraw a child from the centre.
- If termination from Robina OSHC is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged.

Absences from OSHC Service

- Families are required to contact the Service if their child is unable to attend a particular session. Alternatively, families can access their online portal where notification of absences can be submitted to the service.
- Families must still pay the 'gap' fee to the Service if their child is unable to attend.
- 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, including holidays and when children are sick.
- Records will be kept by the Service for each absence.
- Families can view their absence count through their Centrelink online account via myGov.
- In a period of a local emergency, such as bushfire or pandemic, and our service is temporarily shut down on Public Health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

Responsibility of Management

The Nominated Supervisor is responsible for:

- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolment information includes the parent/guardian's Customer Reference Number (CRN) and date of birth and the child's CRN and date of birth
- providing families with regular statement of fees payable
- notifying families of any overdue fees
- providing families with reminder letters, as required
- terminating the enrolment of children should fees not be paid
- discussing fee payment with families, if required

Date of Development	Date Ratified	Date of Review
May 2019	7 th September 2021	September 2022