

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).

Playford PS Out of School Hours Care (OSHC) provides quality education and care for primary school-age children outside school hours and during school holidays. Our OSHC Service 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.

OSHC CANCELLATION & LATE FEE POLICY

Cancellation Deadlines:

- **Before School Care:** Cancel outside **24 hours prior** to your session time booked to avoid a fee – *ie the child is booked in at 6.45am Wednesday morning – the booking needs to be cancelled before 6.45am on the Tuesday prior.*
- **After School Care:** Cancel outside **24 hours prior** to your session time booked to avoid a fee - *ie the child is booked in at 3.00pm Wednesday afternoon – the booking needs to be cancelled before 3.00pm on the Tuesday prior.*
- **Pupil Free Days:** A **doctor's certificate** is required for cancellations only if your child has already been enrolled to attend the PFD and you need to cancel, to avoid a fee.
- **Early Dismissal After School Care:** Cancel outside **24 hours prior** to your session time booked to avoid a fee - *ie the child is booked in at 2.00pm Friday afternoon – the booking needs to be cancelled before 2.00pm on the Thursday prior.*

Vacation Care Bookings:

- **Extra Bookings:** A \$5 fee per day applies to additional bookings made during vacation care.
- We understand family circumstances can change and aim to be as flexible as possible.
- If your child/ren do not attend on the days booked a **doctor's certificate** is required for any cancellations to avoid a fee.
- Please note: Once bookings are made, days cannot be interchanged / swapped.

How to Cancel: Please notify OSHC directly via:

- Parent App
- Phone
- Mobile
- Email

Late Collection Fee:

- A \$5 late fee per minute per child will be charged for any pickup **after 6:00 PM**.

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 https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

PURPOSE

For parents to gain a clear understanding of the Playford PS OSHC Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the 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.

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:

GENERAL FEES

- Fees are charged for each session for before and after school care, pupil free days and per day for vacation care programs
- 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 their child care fees on a weekly basis.
- Accounts will be generated to families the week after care has been used this allows family assistance to apply subsidy and make relevant adjustments.
- Fees are to be paid weekly via internet transfer with family surname as a reference or via EFT at OSHC. No cash payments accepted.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)
- Families are requested to contact the Service or through the parent app if their child is unable to attend a particular session as per the cancellation policy.
- If at the end of enrolment, a family account is in credit, any fees will be refunded to the family, this can be organised with the director.

CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Family Assistance 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
 - 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](#)



- 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 may check with the director and if issue is unable to be resolved then will be referred to contact Centrelink directly for any enquiries regarding CCS payments

PAYMENT OF FEES

- Families will be issued with a *Statement of Entitlement* on a weekly 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, including prescribed and non-prescribed recording obligations (effective from July 2025).

ABSENCES FROM THE OSHC SERVICE

- 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 payment plan may be arranged.

DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a notification will be made via email, text or parent app to arrange payment or a payment plan after a two week period.
- 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 child's position will be terminated after four weeks of the original booking date if payment has not been made, for which the family will receive a final notification via email, text or the parent app, terminating the child's position within 24hours. At this time the OSHC Service will initiate its debt collection process, following privacy and conditional requirements.



CHANGE OF FEES

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

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
- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information

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

RESOURCES AND INFORMATION FOR FAMILIES

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

[Reporting requirements for prescribed discounts](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be updated and reviewed annually in consultation with the director and governing council.

SOURCES

Australian Children's Education & Care Quality Authority. (2025).

<https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf>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).



Government of South Australia
Department for Education

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	

REVIEW

POLICY REVIEWED BY	Jason Sheehy	Principal	Policy Created: 01/12/2025	
POLICY REVIEWED	10/05/2026		NEXT REVIEW DATE	10/05/2027
VERSION NUMBER	V2026.05			
MODIFICATIONS	Vacation Care Bookings: If your child/ren do not attend on the days booked a doctor's certificate is required for any cancellations to avoid a fee. Introduction of the Parent App Changes to the debt recovery procedure – wording changes only			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE	

