

Mawson Lakes School OSHC

Enrolment, Authorisation, Orientation and Fees Policy & Procedure



POLICY STATEMENT

Mawson Lakes School OSHC is committed to providing high-quality education and care for your child, outside of school hours. We offer before and after school care, pupil free day, and vacation care programs, allowing us to support working parents and carers while fostering development in your child. Our enrolment and orientation process is designed to be informative and welcoming, recognising the emotional transition for both children and families. We prioritise building strong partnerships with each family to ensure a consistent and positive experience for your child. This collaborative approach aligns with the Education and Care Services National Regulations, which require approved providers to have clear policies on fees and ensure families understand the associated costs (ACECQA, 2021).

BACKGROUND

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Out of School Hours Care (OSHC) Service to promote positive outcomes for children whilst adhering to legislative requirements. 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.

LEGISLATIVE REQUIREMENTS

Regulation	Description	Implementation
77	Health, hygiene, and safe food practices	OSHC strictly follows guidelines to prevent the spread of infectious diseases. This includes promptly notifying parents or guardians of any identified illness at the service and taking appropriate steps to minimize further infections.
78	Food and beverages	OSHC provides children with accessible water fountains and bottled water for excursions, while offering scheduled meals/snacks tailored to dietary needs and portion sizes.
85	Incident, injury, trauma and illness policies and procedures	OSHC prioritises children's well-being with procedures in place for staff to assess injuries and illnesses, administer first aid, contact parents/guardians, and follow escalation protocols for emergencies; staff are trained to provide comfort and support for children experiencing trauma, notify parents/guardians, and involve external support services if/when necessary.
86	Notification to parents of incident, injury, trauma, and illness	Nominated Supervisor to notify families of children who have been involved in an incident, injury, trauma, or illness.
88	Infectious diseases	OSHC strictly follows guidelines to prevent the spread of infectious diseases. This includes promptly notifying parents or guardians of any identified illness at the service and taking appropriate steps to minimize further infections.
90	Medical conditions policy	Policies are in place to manage children's medical conditions.
91	Medical conditions policy to be provided to parents	The parents of the child with health care needs will have access to the medical conditions policy.

92	Medication record	A medication record is kept for each child who has received medication administered by the service.
93	Administration of medication	Medication is only administered to a child when it is authorised in accordance with legislative requirements
94	Exception to authorisation requirement- anaphylaxis or asthma emergency	In the case that an emergency arises, we will call the parents/guardians and ambulance service prior to administering any non-prescribed medication.
96	Self-administration of medication	A qualified educator will support the child to self-administer their medication if parents provide written consent.
97	Emergency and evacuation procedures	Mawson Lakes School OSHC completes emergency evacuations and lockdowns quarterly to inform children and educators of our practice in case of an emergency. Educator's direct children and young people to the designated areas as followed by our floor plans which are found in all approved spaces at the exits.
99	Children leaving the education and care service premises	The sign-out procedure ensures all children leaving the service are collected by an authorised person which is stated on their enrolment form, the sign-out bench is in TR9. The exits and entrances are monitored by educators at all times.
100	Risk assessment must be conducted before excursion	We take appropriate steps to minimise the risk of children by completing a risk assessment for each excursion to provide the best quality of care.
101	Conduct of risk assessment for excursion	Identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion; and specify how the identified risks will be managed and minimised.
102	Authorisation for excursions	We ensure no child leaves the premises for an excursion unless written authorisation is provided through the signed vacation care booking form.
102D	Authorisation for service to transport children	OSHC prioritizes safety for excursions by requiring written permission from parents or authorized guardians. This authorization details the child's information, excursion purpose, destination, activities, transportation, timeframe, and supervision ratios. One-time excursions need specific details documented each time.
157	Access for parents	OSHC operates with an open-door policy, guaranteeing parents free access to the premises during their child's enrolled hours, except in rare instances where safety concerns, legal obligations, or court orders might necessitate restricting entry.
160	Child enrolment records to be kept by approved provider and family day care educator	OSHC ensures all educators are familiar with and follow the required policies and procedures. The approved provider takes reasonable steps to achieve this, such as staff training and regular policy reviews.
161	Authorisations to be kept in enrolment record	OSHC prioritises clear communication by keeping detailed enrolment records for each child. These records contain critical medical treatment consent from parents/guardians, allowing staff to seek medical attention. Additionally, they may include permissions for regular outings or transportation, as authorised by regulations.
162	Health information to be kept in enrolment record	Details of any health care needs, including medical conditions are kept in an enrolment record along with health support agreements and medication agreements.
168	Education and care service must have policies and procedures	The service has policies and procedures that reflect the needs of the service. These are reviewed every two years or when deemed necessary.

170	Policies and procedures are to be followed	Policies and procedures are always followed by our educators.
171	Policies and procedures are to be kept available	Policies and procedures are kept available to all educators and families, via the sign-out bench that is in TR9 or are available on the Mawson Lakes School website.
172	Notification of change to policies or procedures	OSHC ensures families are informed. We provide 14 days' notice for significant policy changes impacting care (regulation 168 & 169) or service use. The same applies to fee adjustments. In emergencies prioritising child safety, we'll notify parents ASAP after changes are made.
173	Prescribed information is to be displayed	OSHC prioritises children's well-being through hygiene practices, safe food handling, and procedures for emergencies, illnesses, and medication. Educators ensure open communication with parents and guardians regarding infectious diseases and maintain detailed enrolment records with medical treatment consent. Mawson Lakes School OSHC prominently displays essential information for parents, including service ratings and contact details.
177	Prescribed enrolment and other documents to be kept by approved provider	OSHC maintains detailed child records (health, attendance) and service records (staff, compliance). We ensure accuracy and provide access upon request, respecting privacy and court orders.
181	Confidentiality of records kept by approved provider	OSHC keeps your child's information confidential. However, we may share it in limited situations. This includes sharing with medical professionals for your child's well-being, when required by law, or with your written consent, such as for emergency contacts. We understand the importance of privacy and will always be transparent about how your child's information is handled.
183	Storage of records and other documents	OSHC securely stores all records for the mandated period, ranging from 3 years for most documents to 25 years for incident/injury/illness reports and those related to a child's death.

POLICY

PURPOSE

To ensure a smooth enrolment process for all families/guardians tailored to individual needs, while providing clarity on our service, fees, payments, and Child Care Subsidy benefits. Through open communication and collaboration throughout enrolment, orientation, and ongoing care, we foster strong family partnerships that promote positive outcomes for children within a legislative framework. The policy emphasises responsible financial management through fee transparency and timely payment expectations, ultimately contributing to a secure and nurturing environment for all.

SCOPE

This policy applies to children, families, educators, management, approved provider, nominated supervisor, volunteers, and visitors to the OSHC service.

IMPLEMENTATION

The Mawson Lakes School OSHC Enrolment, Orientation, and Fee Policy adheres to the Education and Care Services National Regulations (regulation 168 & 170) requiring approved providers to have enrolment and orientation procedures and take steps to ensure their implementation.

ENROLMENT

According to the Child Care Provider Handbook (May 2023) 'enrolling children is a requirement under Family Assistance Law for all children who attend childcare regardless of their parent's or guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the childcare service.' An enrolment notice is required for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/guardian or organisation.

Mawson Lakes School OSHC welcomes enrolments from children formally enrolled in primary school, subject to:

- **Capacity:** Maximum daily attendance not exceeding our licensed capacity.
- **Availability:** A vacancy existing for the desired booking.
- **Ratio:** Maintaining the required educator-to-child ratio at the service.

PRIORITY OF ACCESS GUIDELINES

Mawson Lakes School OSHC aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

ENROLLING YOUR CHILD AT MAWSON LAKES SCHOOL OSHC:

1. Initial Inquiry:

- Express your interest in enrolling your child by contacting us, this can be done via phone, email or in person

2. Enrolment Meeting:

- When your child/ren enrolment is accepted, parents/guardians will be given the opportunity to visit the service
- During this visit, we'll provide comprehensive information including:
 - Collection/drop-off procedures
 - Service philosophy, inclusion, and programming methods
 - Menu, incursions, excursions, SunSmart requirements
 - Fees, Child Care Subsidy (CCS), policies, and procedures
 - National Quality Framework and My Time, Our Place framework
 - Out of school hours routines, educator qualifications
 - Learning environment and parent communication strategies
- Feel free to ask any questions you may have

3. Securing a Place:

- We'll discuss vacancy availability and your child's start date

4. Completing the Enrolment Form:

- This form helps us understand your child's individual needs
- Any medical needs, dietary requirements, court orders, or parenting plans will be discussed privately with management
- You'll need to bring relevant documentation

5. Child Care Subsidy (CCS):

- If you wish to receive CCS, we can support you through the application process on the myGov website/app
- Information about gap fees and absences will be discussed

6. Required Documents:

- Before your child starts, we require the following documents:
 - Completed enrolment form
 - Medical management plans (if applicable)
 - Details of any court orders or parenting orders
- It's your responsibility to inform us of any changes to this information

ACCEPTANCE AND REFUSAL OF AUTHORISATION

Under the Education and Care Services National Law and National Regulations, education and care services are required to obtain written authorisation from parents/guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something or to decide on that person's behalf. Authorisations are usually authenticated by a signature- either in written form or as an electronic signature. All authorisations and refusals are to be kept in the child's enrolment record.

Mawson Lakes School OSHC will ensure we comply with the current Education and Care Services National Regulations, and have policies and procedures in place in relation to the acceptance and refusal of authorisations which require parent or guardian written authorisation to be provided in matters including:

- Administration of medication to children
- Self-administration of medication
- Administration of medical treatment and general first aid treatment
- Emergency ambulance transportation
- Transportation- including regular outings and regular transportation
- Safe arrival of children to the OSHC service
- Excursions
- Incursion attendance
- Taking of photographs
- Water based activities
- Enrolment of children, including providing details of persons nominated to authorise consent for medical treatment, to collect children from the service, or excursions outside the OSHC premises
- Children leaving the premises in the care of someone other than a parent or guardian
- Children having access to the internet

REFUSAL OF AUTHORISATIONS

All authorisations which are incomplete or incorrectly recorded are to be returned to the parent or guardian for required adjustments. Written or verbal authorisation may be refused if the authorisation does not comply with National Regulations or Child Protection Legislation. The approved provider or nominated supervisor will inform the parent or guardian the reason why the written or verbal authorisation does not meet National Regulations or policy procedures.

The parent or guardian will be provided a copy of this 'Acceptance and Refusal of Authorisation Policy and Procedure'. Management will discuss an alternative arrangement with the family following the refusal of authorisation. If an authorisation is refused by the service, it is best practice to document details surrounding the refusal (see Refusal of Authorisation Record).

Examples when an authorisation may be refused include:

- Requests relating to dietary restrictions that are not related to medical reasons
- An authorised person collecting the child appears to be under the influence of drugs or alcohol
- The authorisation breaches a parenting order

- The authorisation breaches a service policy (person under the age of 16 collecting a child)
- Medication to be provided to a child is not in original container or prescribed to the child or other breach of Administration of Medication Policy
- A breach of Excursion/Incursion Policy where the person providing consent for the excursion is not listed as a parent/guardian or authorised nominee on the enrolment form

AUTHORISATION REQUIREMENTS

Authorisation documents are required for the following situations and must have details recorded as specified:

Administration of Medication	<ul style="list-style-type: none"> • Name of the child • Administration of Medication Record is signed by a parent, or a person named in the child's enrolment record as authorised to consent to administration of medication • Authorisation is provided by a parent or guardian for the child to self-administer medication as per their Action Plan • Name of the medication to be administered • Clearly indicate time and date medication was last administered • Clearly indicate the time and date the medication is to be administered • Dosage of the medication to be administered • Method of dosage (e.g.: oral or inhaled) • Whether the medication is to be self-administered (asthma, diabetes) • Period of authorisation (actual days and dates: from and to). • Parent/guardian name and signature • Date the authorisation is signed • Medication must be in its original container and bearing the correct child's name • Medication is not past its expiry or use-by date • Medication is administered in accordance with any instructions attached to the medication or provided by a registered medical practitioner • A second person checks the signed Administration of Medication Record, checks the dosage of the medication, and witnesses its administration • The qualified educator administering medication and witness must write their name and sign the medication record • Details of the administration must be recorded in the medication record • Supervision is provided by a qualified educator whilst a child is self-administering medication • A record is made for the child that has self-administered the medication
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<p>Medical treatment of the child including transportation by an ambulance service</p> <p>(Included and authorised initially as part of the child's enrolment record):</p>	<ul style="list-style-type: none"> • Name of the child • Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service • Authorisation for the transportation of the child by an ambulance service • Name, address and telephone number of the child's registered medical practitioner or medical service • Name of the parent or guardian providing authorisation • Relationship to the child
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<p>Emergency Medical Treatment</p> <p>(included and authorised initially as part of the child's enrolment record or as updates during enrolment):</p>	<ul style="list-style-type: none"> • Mawson Lakes School OSHC can seek emergency medical assistance for a child as required (i.e. medical practitioner, ambulance or hospital) without seeking further authorisation from a parent or guardian in the case of an emergency, including for emergencies relating to medical conditions noted on the enrolment form
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<p>Collection of Children</p> <p>(included and authorised initially as part of the child's enrolment record or as updated during enrolment)</p>	<ul style="list-style-type: none"> • Name of the child • Name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation • Name of the person/s authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises • State relationship to the child of the persons authorised to collect the child from the premises and display photo ID • If a person comes to collect a child who is not on the enrolment form, we will call the parent/guardian to request permission
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<p>Transportation</p> <p>(other than as part of an excursion)</p>	<p>If the transportation is 'regular transportation' the authorisation is only required to be obtained once in a 12-month period. The authorisation must state:</p> <ul style="list-style-type: none"> • Name of the child • The reason the child is to be transported
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	<ul style="list-style-type: none"> • If the authorisation is for regular transportation, a description of when the child is to be transported and the date the child is to be transported • A description of the proposed pick-up location and destination • The means of transport • The period during which the child is to be transported • The anticipated number of children likely to be transported • The anticipated number of educators and any other adults who will accompany and supervise the children during the transportation • Any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported • That a risk assessment has been prepared and is available at the education and care service • That written policies and procedures for transporting children are available at the education and care service
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Excursions	<p>The authorisation must state:</p> <ul style="list-style-type: none"> • Name of the child • Date of the excursion • Reason for the excursion • Proposed destination for the excursion • Method of transport to be used • Route to be taken to and from the excursion • Any requirements for seatbelts or safety restraints • Period away from premise- include time leaving premise and time returning to premise • Proposed activities to be undertaken by the child during the excursion • Anticipated number of children likely to be attending the excursion • Ratio of educators attending the excursion to the number of children attending the excursion • Number of educators and any other adults who will accompany and supervise the children on the excursion (including parents, students, volunteers) • Statement that a risk assessment has been prepared and is available at the service • Name of the parent or guardian-providing authorisation • Relationship to the child • Signature of the person providing authorisation and date of authorisation • Details of any water hazards and risks associated with water-based activities (to be included in risk assessment) • Items that should be taken on the excursion
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Regular outing	<p>A regular outing means a walk, drive or trip to and from a destination that the service visits regularly as part of its educational program and where the circumstances relevant to the risk assessment are the same on each outing. Written authorisation only needs to be given once in a specified</p>
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	<p>12-month period for a regular outing. (Reg. 102(5)). If the conditions of the regular outing change, a new authorisation is required. The written authorisation must include:</p> <ul style="list-style-type: none"> • Name of the child • A description of when the child is to be taken on the regular outings • A description of the proposed destination • Method of transportation (including walking) • Any requirements for seatbelts or safety restraints • Proposed activities to be undertaken • Proposed time the child will be away from the premises • Anticipated ratio of educators to the anticipated number of children • That a risk assessment has been prepared and is available at the service
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Confirmation of Authorisation	<ul style="list-style-type: none"> • All authorisation forms received (including the initial enrolment form) are to be checked for completion • All authorisations (excluding the initial enrolment form) are checked to ensure that the authoriser (name and signature) is the nominated parent or guardian a person named on the enrolment form as having authority to authorise • If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction • Children will be suspended from any activity requiring authorisation until the appropriate form has been correctly completed and signed
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ORIENTATION

- **Policies and Procedures:** We will provide an outline of key policies, including payment of fees, Sun safety, incident/injury/illness procedures, and medication administration. A policy handbook will be available for your reference
- **CCS Support:** We will explain the Child Care Subsidy (CCS) and help with the application process if needed
- **Spike App:** For a convenient sign-in and out experience, we utilise the program called Spike. During orientation, you'll receive a unique code to use when signing in/out your child/ren. The spike app can be downloaded, the app allows you to sign your child in and out using your smartphone for before and after school care, pupil free days and vacation care
- **Sign in/out:** We will show you where our designated sign-in/out areas are, which are strategically positioned to ensure all children are witnessed being collected by an authorised person on the enrolment form
- **Routines and Schedules:** We will introduce you and your child/ren to the daily routines and schedules for different sessions (before school care, after school care, vacation care, pupil free day)
- **Educational Programs/Menus:** We will discuss our engaging educational programs designed to foster your child's learning and development, as well as our menus which are aimed to cater to all children's requirements where possible

Communication:

We encourage open communication and will share our preferred methods, including:

- **Orientation:** This comprehensive program provides a foundation for understanding our service
- **Spike App:** The app allows for important announcements and updates

- **Emails:** Phone and emails are the two main forms of communication with families/guardians. Our phone number and email address will be provided to families upon enrolment
- **Newsletters:** We have a monthly newsletter that can be accessed at OSHC on the sign in/out desk, this contains information on upcoming events, activities and experiences that have occurred at OSHC and informs families/guardians of any changes within our OSHC
- **Meetings:** We offer opportunities for face-to-face communication through meetings; this can be organised upon request

We prioritise a positive and informative experience for both you and your child. Feel free to ask questions and share any information that may help us better support your child's time at Mawson Lakes School OSHC.

FEES AND FINANCIAL MANAGEMENT

We strive to ensure families fully understand our expected fee schedule and payment process. We are committed to financial integrity and complying with Child Care Subsidy regulations. Effective compliance systems are in place for the appropriate administration of childcare funding. Mawson Lakes School OSHC guarantees the confidentiality and privacy of all personal information provided about enrolled children and families.

GENERAL FEES

- Fees are charged for each session for before and after school care, pupil free days and per day for vacation care programs
- Fees are charged per session
- 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 balance for their childcare fees. This is the difference between the fee charged and the childcare subsidy amount- the 'gap fee'
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT)
- A dated invoice will be provided for each payment via email
- Families have the choice to make weekly or fortnightly contributions, depending on what best suits their income schedule
- Accounts must not exceed more than \$250, it is up to the discretion of the Mawson Lakes School principal and the Mawson Lakes School OSHC directors to decide whether care is to be ceased or not
- Fees are payable in advance, if families would like their account to be in credit.
- Families must provide a weeks' notice if their child will be absent from a booking, otherwise they will be charged for the session

CHILD CARE SUBSIDY (CCS)

To be eligible for CCS, you must meet the Centrelink criteria.

- 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:
 - Be liable for childcare fees at an approved early childhood education care service
 - Meet residency requirements
- The child must:
 - Be 13 or under
 - Meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
 - Family means tested income
 - Activity level
 - Aboriginal and Torres Strait Islander children
 - Number of children in care
- Child Care Subsidy will be provided directly to the service and this amount will be deducted from the parent/guardian 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 paid to the OSHC bank account via direct transfer
- Families will be issued with a Statement of Fees and Entitlements on a weekly basis in accordance with the fee payment and Regulatory requirements
- The Statement of Fees and Entitlements will include details of the sessions of care provided and the resulting fee reduction amounts
- The Statement of Fees and Entitlements is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation

ABSENCE FROM OSHC

- Families are requested to contact the service if their child is unable to attend a particular session
- If one weeks' notice is not provided 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. 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

VACATION CARE

- Cancellations are not accepted after the booking due date; families will be charged for all days booked
- Vacation Care bookings come out at the end of Week 4 of each term, parents must pay a deposit
- Parents have the choice to pay in advance if they would like to be in credit
- In the case of a medical emergency or other circumstances, it is up to the discretion of the director to determine alternate arrangements

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 in collaboration with the Mawson Lakes School principal and the Mawson Lakes School OSHC director

DEBT RECOVERY PROCEDURE

- If a family fails to keep their account under \$250 without evidence of consistent payments, a reminder message will be issued to remind parents/guardians to resolve their account
- A child's position will be terminated if payment contribution has not been made after 7 days, for which the family will receive a final letter terminating the child's position. At this time the Mawson Lakes School OSHC will initiate its debt collection process, following privacy and conditional requirements

LATE FEES

- We understand that under certain circumstances, you may be here to pick your children up late. A late fee will apply where children are not picked up prior to closing time at 6:00pm
- There is a late fee, which increases each 15 minutes. (Please refer to Late Collection form for current pricing)
- If this becomes a regular occurrence, your care will be ceased

CHANGE OF FEES

- Fees are subject to change upon approval from governing council, at any time provided a minimum 14 days written notice is given to all families. Fee changes will only ever come into effect at the beginning of a new term. (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

- If termination from the Mawson Lakes School OSHC 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
- 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 considered '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 for children if fees are not 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

RESPONSIBILITY OF FAMILIES

- Provide OSHC 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.

Mawson Lakes School OSHC 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 dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@education.gov.au

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our Enrolment, Authorisation, Orientation and Fees Policy & Procedure will be updated and reviewed annually in consultation with families, educators and management.

QUALITY AREA 1 - EDUCATIONAL PROGRAM & PRACTICE		
Concept		Descriptor
1.1	Program	The educational program enhances each child's learning and development.
1.1.2	Child-centred	Each child's current knowledge, strengths, ideas, culture, abilities, and interests are the foundation of the program.
1.3.3	Information for families	Families are informed about the program and their child's progress.
QUALITY AREA 2 - CHILDREN'S HEALTH & SAFETY		
Concept		Descriptor
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QUALITY AREA 6 - COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.

6.1.2	Parents views are respected	The expertise, culture, values, and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community service and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing,
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
6.2.2	Access and participation	Effective partnership support children's access, inclusion, and participation in the program.
6.2.3	Community engagement	The service builds relationships and engages with its community.

QUALITY AREA 7 - GOVERNANCE AND LEADERSHIP

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.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	Continuous improvements	There is an effective self-assessment and quality improvement process in place.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Fee Increase Letter – General Overdue Fee Payment Letter	Overdue Fee Payment Procedure Payment Plan Template Staff Discount Application
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SOURCES

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

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Australian Government Department of Education (2024). [Help in an emergency](#)

Education and Care Services National Law Act 2010. (Amended 2023).

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POLICY CREATED BY	Lorin, Sue & Mack - All educators	Nominated Supervisor	
POLICY REVIEWED BY	Lorin, Sue & Mack - All educators	Nominated Supervisor	
MODIFICATIONS			
<ul style="list-style-type: none">Regulation 84 was updated by ACECQA and reviewed and communicated with all educators			
POLICY REVIEWED BY	Tatum & Sue – All Educators	Nominated Supervisor	
MODIFICATIONS			