

# ADDITIONAL FEES

Happy Haven Out of Schools Hours Care (OSHC) provides quality education and care for primary school-age children outside of school hours and during school holiday periods. Happy Haven OSHC 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. Happy Haven OSHC is committed to providing quality education and care to all children at an affordable fee for families.

## 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
7.1	Governance	Governance supports the operation of a quality service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

## RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999	Family Law Act 1975 Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G <a href="https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook">https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook</a>
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## RELATED POLICIES

Arrival and Departure Policy CCS Accounts Policy Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy (Families) Enrolment Policy	Fraud Prevention Policy Governance Policy Privacy and Confidentiality Policy Termination of Enrolment Policy
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## PURPOSE

For parents to gain a clear understanding of Happy Haven OSHC's miscellaneous and additional fee structure prior to enrolment. This policy explains any miscellaneous or additional fees that may be incurred by families throughout their enrolment with Happy Haven OSHC.

## SCOPE

This policy applies to children, families, staff, senior leadership, and visitors of the Service.

## IMPLEMENTATION

Happy Haven OSHC Service's aim to ensure families understand the miscellaneous and additional fee's related to their child's enrolment 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. Happy Haven OSHC ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

## ADDITIONAL FEES:

- **Fail to Notify Fee:** this fee is applied to account holders financial records where an absence or an attendance occurs without notification. Account holders are required to inform services if their child will be absent from a previously booked session. If notification does not occur, a **\$10.00** Fail to Notify fee is applied to their account. This fee is also applied if a child arrives to the service without a prior booking being made in the account holder's FullyBooked account. This fee is applied per family, not per child (if the account has multiple children, this fee is only applied once). This fee is not covered by Child Care Subsidy.

- **Rejected Direct Debit Fee:** this fee is applied to account holders financial records where a direct debit transaction has failed or is unsuccessful. A rejected direct debit fee is a **\$12.00** fee added to the account holders financial records every time a payment fails. For more information on collection of unpaid fees see Payment of Fees and Debt Recovery Policy. This fee is not covered by Child Care Subsidy.
- **Hat Fee:** this fee is applied to account holders financial records when a Happy Haven OSHC Hat has been issued to their child/ren at the service. Happy Haven OSHC are SunSmart services, and require SunSmart hats to be worn when the UV rating is 3 or above, A hat will be issued to children if they do not have one on excursion days. A fee of **\$12.00** is issued to the account holder for this hat, and the child/ren's name will be labelled on the hat. This is an individual fee and will be charged per hat. This fee is not covered by Child Care Subsidy.
- **Lunch Fee:** this fee is applied to account holders financial records when a child arrives to the service on Vacation Care days without a suitable packed lunch. Happy Haven OSHC educators will provide recess and/or lunch to the child and a **\$10.00** fee is applied to the account holders financial records. This fee is not covered by Child Care Subsidy.
- **Bus Fee:** this fee applies only to account holders who utilise Happy Haven OSHC bus services to transport them from different schools to the relevant service. This fee is **\$4.00** per child per session and is covered by Child Care Subsidy.
- **Late Fee:** this fee is applied to account holders financial records where they are late to collect their children from the service. The current fees for late collection are: a fee of **\$25.00** for collections within the first 15 minutes after closing time, and **\$60.00** for collection any time after. This fee is not covered by Child Care Subsidy.

## SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Revised National Quality Standard. (2018).

Services Australia (December 2021). *Child Care Subsidy*, accessed on 08 February 2022, <https://www.servicesaustralia.gov.au/child-care-subsidy>

## REVIEW

POLICY REVIEWED	MARCH 2022	NEXT REVIEW DATE	REVIEW DATE	MARCH 2023
MODIFICATIONS	New policy created using new formatting			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE	REVIEW DATE
Month YYYY	•		Month YYYY	
	•			