

PAYMENT OF FEES POLICY

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.

As an approved OSHC provider, 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.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
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 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 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 Debt Recovery Policy
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PURPOSE

For parents to gain a clear understanding of Happy Haven OSHC's fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains 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.

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 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. Happy Haven OSHC ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

HAPPY HAVEN OSHC FEES CONSIST OF:

ENROLMENT FEE

- An enrolment fee of \$25.00 is charged upon confirmation of enrolment. This fee is payable once per account unless a period of 12+ months has lapsed since the last booking in the account.

SESSION FEES

- Each Happy Haven OSHC service has set session fees for all care types they have been approved for (before school care, after school care, vacation care, early school finish, and pupil free day).
- Fees payable by account holders vary depending on the amount of Child Care Subsidy (CCS) rebate each family is eligible for
- CCS is paid directly to the service, and this is used as a fee reduction (this is visible on each family's statement). Families are required to pay the difference between the fee charged and the subsidy amount received – the 'gap' amount
- Fees are payable weekly via a direct debit system (Ezi-Debit) on a Thursday (unless alternative arrangement is in place), and sessions are charged 1 week in arrears

- Fees are charged for full sessions (open until closing time) regardless of the actual attendance hours
- Sessions booked with 7 or more days' notice will be charged at normal session fee, bookings inside of this time frame will be charged at short-notice booking fee

PAYMENT OF FEES

- Fees are payable via our direct debit system (Ezi-Debit). Families are required to provide bank details to their FullyBooked accounts prior to utilising services to facilitate set up of the direct debit account
- A dishonour fee, or late payment fee, will apply for all direct debit transactions that are unsuccessful
- Families must communicate if a payment will not be successful to our Families Team (site@happyhaven.sa.edu.au or 08 8155 5444)

FINANCIAL DIFFICULTY

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of Happy Haven OSHC.
- Families can apply for [Additional Child Care Subsidy \(ACCS\) through Centrelink](#) if they are in temporary financial hardship.
- There are four different payments under Additional Child Care Subsidy:
 - 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
 - Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
 - Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
 - Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment

LATE COLLECTION FEES

- Happy Haven OSHC services are not licensed to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late from the OSHC Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of **\$25.00** for collections within the first 15 minutes after closing time, and **\$60.00** for collection any time after. Please note that these fees are not subject to Child Care Subsidy and are charged in full to family accounts.
- A review of the child's enrolment will occur where families are consistently late with fee payment and access to utilise our services may be removed.

THE APPROVED PROVIDER, NOMINATED SUPERVISOR, MEMBERS OF THE FAMILIES RELATIONS TEAM WILL:

- ensure all families are aware of our *Payment of Fees Policy*
- ensure enrolments are submitted correctly with the appropriate enrolment information
- provide families with regular statement of fees payable
- notify families of any overdue fees
- provide families with reminder phone calls, emails, and text messages as required
- terminating enrolment of children should fees not be paid
- provide at least **4 weeks written notice** to families of any fee increases
- discuss fee payment with families if required

FAMILIES WILL ENSURE THAT:

- Provide the Service 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
- Communicate with Families Relations Team regarding failed payments
- Notify Centrelink of any changes that may affect their CCS entitlement
- [Confirm their child's enrolment through the parents myGov account.](#)

RESOURCES AND INFORMATION FOR FAMILIES:

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Additional 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). *Additional Child Care Subsidy*, accessed on 08 February 2022, <https://www.servicesaustralia.gov.au/additional-child-care-subsidy>

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

Services Australia (December 2021). *Confirm Enrolment*, accessed on 08 February 2022, <https://www.servicesaustralia.gov.au/confirm-enrolment-for-child-care-subsidy?context=41186>

REVIEW

POLICY REVIEWED	NOVEMBER 2021	NEXT DATE	REVIEW	NOVEMBER 2022
MODIFICATIONS				
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT DATE	REVIEW
February 2021	<ul style="list-style-type: none"> Transferred to new format 		February 2023	
February 2021	<ul style="list-style-type: none"> Policy drafted to comply with Reg 168 and revised NQS 		February 2022	