

Payment of Fees Policy & Procedure

Policy Statement

Fun 4 U Helensburgh aims to provide a quality service which is affordable for all families. Fee levels will be set by management each year on completion of an annual budget in accordance with the centre's required income.

Links Education and Care Centres National Regulations 2018, National Quality Standard 2018

Regulations

- S. 2A Paramount consideration—safety, rights and best interests of children
- S. 3A Paramount consideration [NSW]
- 111 Administrative space
- 168 Education and care service 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 or procedures
- 181 Confidentiality of records kept by approved provider
- 183 Storage of records and other documents
- 184 Storage of records after service approval transferred

Quality Standards

- 7.1 Governance supports the operation of a quality service
- 7.1.2 Systems are in place to manage risk and enable the effective management and operation of a quality service.
- 7.1.3 Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

Department of Education, Employment and Workplace Relations guidelines

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 (CCS) legislative requirements. We have effective compliance systems in place to ensure CCS is administered appropriately and receipts and statements are provided to families. Our OSHC Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family. We are committed to ensuring that children's safety, rights and best interests are the paramount consideration in all decisions, actions and practices including those relating to the payment of fees, recognising the importance of continuity of education and care for all children.

Principles Informing Policy

The fee structure of Fun 4 U's OSHC Service includes:

Enrolment Fee and Bond Payment

Information can be found in the Fun4U's OWNA App.

General Fees

- The OSHC Service will issue families an invoice outlining fees charged for each session of care, any discounts provided and any CCS payments applied
- Fees are charged for each session for before and after school care 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 make a co-contribution to their child care fees. This is the difference between the fee charged and the child care subsidy amount- the 'gap fee'
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT)
- Fees must be kept in advance of a child's attendance
- A dated receipt will be provided for each payment [via email]
- Fees are to be paid fortnightly through a direct debit system. If families wish to pay fees on a weekly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.
- Fees and charges associated with direct debit system are outlined upon enrolment
- The family is required to provide banking details to facilitate set up of the direct debit account
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a *Statement of Entitlement* on a fortnightly 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
- Fees are payable in advance for every session that a child is enrolled at the OSHC Service. This includes pupil free days, sick/absent days, and family holidays
- If the OSHC Service is required to close due to periods of local emergency such as bushfire or flood, gap fees will be charged
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS may be paid for sessions that fall on public holidays
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)
- Families are requested to contact the OSHC 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
- Any overpayment of fees will be credited to the family account
- If, at the end of enrolment, the family account is in credit, any fees will be refunded to the family 8 weeks following the child's last day of attendance

Child Care Subsidy (CCS)

- 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:
 - care for their child at least 2 nights per fortnight or have 14% share of care
 - be liable for child care fees at an approved early childhood education care service
 - 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](#)
 - [Recognised participation](#)
 - [Aboriginal and Torres Strait Islander children](#)
 - [number of children in care](#)
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family 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.

Additional Child Care Subsidy (ACCS)

- 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 with authorisation of the approved provider

Payment of Fees

- Fees are set up using the OSHC Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account
- Fees and charges associated with direct debit system are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees

Absences from the OSHC services

- Families are requested to contact the Service if their child is unable to attend a particular session
Families must still pay the 'gap' fee to the Service if their child is unable to attend. [Fee charging practices are commercial decisions made by each childcare service and are not a matter regulated by the Family Assistance Law. Source: Australian Government Department of Education]
- 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

Prescribed and non-prescribed third party payments

Families are generally responsible for paying their gap fee contribution. However:

- State and territory governments (and their agencies) may contribute towards the cost of childcare fees without impacting CCS payments (in certain circumstances).
- Where an employer, charity or other organisation contributes towards a family's fees, these amounts must be applied before CCS is calculated. Such contributions are recorded and submitted as non-prescribed discounts.
- The Service will keep full documentation of all third-party contributions and submit reports to the Department of Education as part of session reporting (effective 7 July 2025).

Responsibilities of:

The approved provider and nominated supervisor are responsible for

- ensuring that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- ensuring that children's safety, rights and best interests are the paramount consideration of all Service decisions and practices
- setting fees for children to enrol at the Service

- ensuring the OSHC 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
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Payment of Fees Policy* and associated procedure
- ensuring copies of our *Payment of Fees Policy* are readily accessible for families
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- providing families with receipts of fees paid
- ensuring parents pay fees electronically to the Service
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing financial hardship considerations and payment plans with families, when necessary
- providing at least **4 weeks** written notice to families of any fee increases or changes to the way fees are collected

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

Families:

- Provide the OSHC 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
- Notify Centrelink of any changes that may affect their CCS entitlement
- Confirm their child's enrolment through the parents myGov account.

Procedure

- Fees are to be set annually by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.
- Fees will be reviewed each term based on the attendance and the centre's ability to meet running costs. Parents will be given at least two weeks' notice of any changes to fees.
- An annual registration fee is payable for each family using the service upon enrolment or re-enrolment.
- The centre is approved to offer childcare subsidy. Families must contact Centre link and follow the required procedures. It is the families' responsibility to provide the service with the required information in this regard.
- Fees are due and payable two weeks in advance and can be paid weekly, fortnightly, monthly or by the term.

- Fee payments must be kept up to date.
- Casual booking fees should be paid on the day of use or immediately upon receipt of a statement issued by the service.
- Fees must be paid for all permanent days booked including times when the child is absent due to illness, family holidays and public holidays which fall in term time.
- Two weeks prior notice in writing is to be given should any changes to permanent bookings be required (email is acceptable).
- Fee payments can be paid by direct debit.
- Statements of account will be issued monthly.
- A statement of account will be provided more frequently if fees are in arrears or upon request.
- Vacation Care Fees are payable immediately upon receipt of a fee statement. Bookings made for a vacation care period can be cancelled at any time prior to the date bookings close. Once the cut off date has been reached, all booked days, excursion and incursion costs must be paid for unless a medical certificate is provided.

Overdue Fees

- Parents have a responsibility to pay fees on time and are encouraged to discuss any difficulties they may be having in paying fees with the coordinator. The coordinator will discuss and make suitable arrangements for payment of fees.
- If no previous arrangements have been made regarding overdue fees, the centre will:
 - (i) After 2 weeks overdue – contact families to discuss any problems they may be having regarding payment of fees.
 - (ii) Advise families that their child's place may be cancelled if suitable arrangements regarding fee payment are not made.
 - (iii) After 4 weeks overdue if no arrangements have been made to pay the fees or an agreement has not been kept, advise the family that their child's place at the centre is to be terminated.
 - (iv) If the above procedures are not effective, management may commence debt recovery procedures.

Debt Recovery Procedure

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks if the fees are still outstanding
- 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 written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to
- 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 OSHC Service will initiate its debt collection process, following privacy and conditional requirements.

Late Pickup of Child from the service

- During school terms the service closes at 6.00pm and is not insured to care for children after that time.
- During vacation care the service closes at 5:30pm and is not insured to care for children after that time.
- Parents collecting children after the times mentioned above will be charged a late fee as set by management. The current fee is \$15.00 per every 10 minutes after closure.
- Wherever possible, parents must advise the centre if they are going to be late and make other arrangements regarding pick up of their children if possible.
- Should parents continually collect their children after closure, the coordinator will discuss other options with them and suitable arrangements must be made.
- Continual late pickups will result in cancellation of the child's placement at the centre.

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.

Termination of Enrolment

Our OSHC Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached. This may include but not be limited to;

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*

Process:

- Parents/guardians are to provide **two weeks** written notice of their intention to withdraw a child from the OSHC Service
- If termination from the OSHC Service is required without notification, families can lose their Child Care Subsidy, resulting in the requirement for full fees to be paid
- In some circumstances CCS may not be paid for sessions if the child has not physically started care
- Additionally, 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

Prescribed and non-prescribed Third Party Payments

Parents are generally liable to pay the co-contribution for childcare fees. State and territory governments (and their agencies) can contribute to the cost, in part or full of education and care fees for families with no impact on CCS payments (in some circumstances).

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, these will be recorded and submitted as non-prescribed discounts. Our OSHC Service will record all documentation regarding any third-party payments and submit reports to the Department as part of session reports.

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Complaints Relating to Child Care Subsidy (CCS)

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 Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#)
Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[How to manage absences – Australian Government](#)

[Managing third party discounts](#)

Continuous Improvement/Reflection

Our *Payment of Fees Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management, and notification of any change to policies will be made to families within 14 days.

Sources

- Australian Children's Education & Care Quality Authority. (2026). [*Payment of service fees and provision of a statement of fees charged by the service Policy and procedure guidelines*](#)
- Australian Government Department of Education [Child care discount for early childhood workforce](#)
- Australian Government Department of Education. (2026). [Child Care Provider Handbook](#)
- Australian Government Department of Education [Early Childhood and Care](#)
- Australian Government Department of Education (2024). [Help in an emergency](#)
- [Children \(Education and Care Services\) National Law \(NSW\)](#) (NSW services only)
- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [Education and Care Services National Regulations \(NSW\) \(2025\)](#) (NSW services only)

Comments:

- annual policy review
- updated changes to CCS effective January 2026
- added legislative changes to include paramount consideration
- sources updated as required

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