



Telopea Park Parents & Citizens Out of School Hours Care

# Fees Policy

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**Previous Version**

2022

**Updated Version**

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**Review Due**

DEC 2025

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# 1 FEES POLICY

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Telopea Park School Out of School Hours Care (TPSOSHC) provides quality education and care for primary school-age children outside school hours and during school holidays. TPSOSHC supports children to engage in play and leisure activities, develop new skills, and build relationships with other children and educators, while also supporting the workforce participation of parents and carers. TPSOSHC is committed to providing quality education and care to all children at an affordable fee for families. As an approved childcare service, the Childcare Subsidy (CCS) is available to reduce fees for eligible families. Our fee structure is based on our ability to meet the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office, and the guidelines outlined in the Childcare Provider Handbook.

## 2. LAWS & REGULATIONS

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### 2.2 NATIONAL QUALITY STANDARD (NQS)

#### QUALITY AREA 7: Governance and Leadership

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

#### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

## **2. PURPOSE**

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For parents to gain a clear understanding of the Telopea Park School Out of School Hours Care (TPSOSHC) fee structure, payment requirements, and Childcare Subsidy benefits prior to enrolment, this policy outlines the process of fee payment, the importance of ensuring children's fees are paid on time, and the consequences of failing to do so. TPSOSHC is committed to maintaining the confidentiality and privacy of all personal information provided to the service about the enrolled child and their family.

## **3. SCOPE**

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This policy applies to educators, families, staff, management, approved provider, nominated supervisor, students, volunteers, and visitors of the Service.

## **4. ANNUAL MEMBERSHIP AND ACCOUNT KEEPING FEE**

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An annual, non-refundable \$30.00 account-keeping and membership fee is charged upon the submission of an enrolment form. This fee is not eligible for the Childcare Subsidy (CCS) and remains non-refundable if your child does not take a place at our service.

## **5. GENERAL FEES**

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This section provides general information about the fee structure and payment requirements for Telopea Park School Out of School Hours Care (TPSOSHC):

- Fees are charged per session for after school care and per day for vacation care programs.
- Fees payable by families vary depending on the amount of Childcare Subsidy (CCS) rebate each family receives.
- CCS is paid directly to the service and is used as a fee reduction. CCS payments are detailed on family statements.

- Families are required to pay the difference between the fee charged and the subsidy amount — referred to as the ‘gap’ amount.
- Fees are payable **in arrears**, ensuring that families are invoiced for sessions attended.
- Fees are to be paid fortnightly, and we recommend paying through a direct debit system. Families who wish to pay weekly or monthly must ensure their payments are aligned with their invoicing schedule and remain up-to-date.
- Fees are payable for every session that a child is enrolled at TPSOSHC. This includes sick days, and family holidays, but excludes periods when the service is closed. Closures may occur due to local emergencies, such as bushfires, floods, or pandemics.
- Fees are charged for full sessions only, regardless of the actual attendance hours on any given day.
- Families are requested to notify the service if their child is unable to attend a particular session.
- Casual days may be offered to families, subject to availability.

## 6. CHILDCARE SUBSIDY

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### Childcare Subsidy (CCS) Information

Parents/guardians are required to register for the Childcare Subsidy (CCS) through their myGov account linked to Centrelink and provide the necessary documentation to support the CCS payment. Below are the basic requirements for an individual to be eligible for CCS:

#### Eligibility for the Child:

1. The child must be a ‘Family Tax Benefit child’ or ‘regular care child.’
2. The child must be 13 years old or under and not attending secondary school.
3. The child must meet immunisation requirements.

#### Eligibility for the Person Claiming CCS (or their Partner):

1. The claimant must meet residency requirements.

2. The claimant must be liable to pay for care provided under a Complying Written Arrangement (written agreement) with the childcare provider.
3. The childcare must be provided by an approved provider.

#### **Determining the Level of CCS:**

A family's level of CCS will be determined by:

1. Combined family income.
2. The activity test of parents.
3. The type of early learning and childcare service being used.

#### **CCS Process:**

- CCS is paid directly to the service and deducted from the parent/family account.
- Families must ensure their details are regularly checked and updated with Centrelink. This includes reporting any changes in circumstances, such as family income, activity levels, relationship changes, or other relevant factors.
- Any disputes regarding CCS payments are the responsibility of the family. Families will be referred to Centrelink for any inquiries or disputes about CCS payments.

#### **Discounts and Adjustments:**

- Discounts will only be offered as outlined in the CCS Handbook.
- Any discounts provided will be applied to the full rate of care before CCS has been calculated.

Families are encouraged to review their CCS eligibility and requirements regularly to ensure payments are processed correctly and to avoid any issues with their accounts.

## **7. PAYMENT OF FEES**

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### **Account Statements and Payment Requirements**

- **After School Care (ASC) Account Statements:**  
Account Statements will be issued on a fortnightly basis in accordance with fee payment

and regulatory requirements. These statements will include details of the sessions of care provided and the resulting fee reduction amounts through the Childcare Subsidy (CCS).

- **CCS Software Compliance:**

Account Statements are generated using our CCS software, which meets all requirements outlined in Family Assistance Law legislation.

- **School Vacation Care (SVC) Bookings:**

Payments for SVC bookings must be made prior to a child attending their booked session. For January SVC bookings, payment will be due in fortnightly batches in advance of attendance.

Families are encouraged to review their Account Statements carefully and ensure timely payments to maintain their child's enrolment.

## **7.1 ACCOUNT TRANSFER**

### **Account Responsibilities and Payment Information**

- **Account Responsibility:**

All Telopea Park School Out of School Hours Care (TPSOSHC) accounts are the responsibility of the person who has registered the child(ren) under their Centrelink Customer Reference Number (CRN).

- **Invoice Distribution and Payment Timeline:**

Invoices are emailed to the account holder every second Monday (or the next business day) and must be paid within three days of the invoice date.

- **Invoice Issues or Adjustments:**

If you have not received your invoice, will be away, or believe your invoice is incorrect, please contact the Director promptly for assistance.

- **Direct Payment Information:**

Families may make direct payments into the TPSOSHC bank account:

**Account Name:** Telopea Park School OSHC

**Bank:** St George

**Branch:** Woden Centre Branch

**BSB:** 121 – 908

**Account no:** 000 0451 947 615

When making payments, please ensure your account name is clearly identified in the deposit information.

- **Internet Banking Payments:**

Please allow sufficient time for your payment to reach our account by the due date, as processing times may vary between banks.

Timely payment of invoices ensures the smooth operation of our service and helps maintain your child's enrolment.

## **4.2 VOLUNTARY DIRECT DEBIT**

### **Direct Debit Payment Information**

Direct Debit allows families to set up regular automatic payments from their credit card or bank account. Invoices are issued via email, and payments are processed on a fortnightly basis. The due date on your statement corresponds to the date your direct debit is processed.

To set up Direct Debit, families must use the XAP Smile App. As the primary carer on the account, follow these steps to update your direct debit information:

1. **Login to the XAP Smile App:** Select the **Account** option (the helmet icon at the bottom right).
2. **Access Finance Settings:** Select '**Finance**' from the left-side menu, then choose '**Set up Direct Debit**' from the menu.
3. **Enter Payment Details:** Choose either the Credit Card or Bank Account option, enter the relevant details, and click '**Save**'.

### **Important Notes:**



- A surcharge is applied to all direct debit transactions. The surcharge rates are set by PayChoice and vary depending on the card/account selected. These rates are listed in the Schedule of Fees table.
- If a debit transaction fails, TPSOSHC will contact the nominated account holder to arrange payment. A **\$8.80 processing fee** will be applied for each failed payment.

Setting up direct debit ensures consistent and timely payment of fees, helping to maintain your child's enrolment.

## 8. ABSENCES

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### Absence Notification and Fee Information

- **Notification of Absence:**

Parents/guardians must notify the service by **2:00pm** if their child will be absent from a care session. This ensures staff are not searching for a child who has already been collected or was not at school. Failure to notify the service of your child/ren's absence will incur a **\$5.00 per family fee**.

- **How to Notify:**

Families are encouraged to notify the service as soon as possible if their child will be absent from a booked session. Notifications should be made via email to [admin@tpsoshc.org.au](mailto:admin@tpsoshc.org.au)

- **Fee Obligations:**

Families must still pay the **'gap' fee** for any booked session their child is unable to attend.

- **Childcare Subsidy (CCS) Absences:**

- Under the Childcare Subsidy, families are allowed **42 absence days per child, per financial year**, which can be used for any reason, including when children are sick.
- Additional absence days may be granted in certain circumstances, as defined by the Family Assistance Law.

- The service will maintain records and evidence for each additional absence where required.
- Families can view their absence count via their Centrelink online account through **myGov**.
- **Local Emergencies and Service Closures:**
  - In a period of local emergency, such as a bushfire or pandemic, if the service is temporarily shut down due to public health advice, families may be granted additional absence days as per Family Assistance Law legislation.
  - If the service is forced to close due to a public health directive (e.g., COVID-19), **gap fees will be waived** in accordance with Government direction.

Timely notification of absences and understanding of absence policies help ensure the smooth operation of our service.

## 9. FINANCIAL DIFFICULTIES

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- **Payment Plans for Financial Difficulties:**

If a family is experiencing financial difficulties, a suitable payment plan may be arranged with the authorisation of the approved provider.
- **Applying for Additional Childcare Subsidy (ACCS):**

Families experiencing temporary financial hardship can apply for ACCS through **Centrelink**.
- **Types of Additional Childcare Subsidy Payments:**
  1. **ACCS (Child Wellbeing):**
    - Provides support for children at risk of serious abuse or neglect.
    - The approved provider plays a role in identifying children who may require additional support and are at risk of harm.

## 2. **ACCS (Grandparent):**

- Assists grandparents on income support who are the principal caregivers of their grandchildren.
- Families must contact **Centrelink** directly to apply for this payment.

## 3. **ACCS (Temporary Financial Hardship):**

- Offers assistance to families experiencing temporary financial hardship.
- Families must contact **Centrelink** directly to apply for this payment.

## 4. **ACCS (Transition to Work):**

- Supports low-income families transitioning from income support to employment.
- Families must contact **Centrelink** directly to apply for this payment.

Families experiencing financial difficulties are encouraged to reach out to the service or Centrelink to explore these support options.

# 10 OVERDUE ACCOUNTS

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- **Actions for Overdue Payments:**

If a family's payments become overdue, the following steps will apply:

1. Families will be required to make full payment of the outstanding balance.
2. A direct debit form must be submitted and held on file for the remainder of the enrolment year.

3. If the overdue invoice remains unpaid, the family will automatically be set up on the direct debit payment system using the submitted form, and a payment of **four weeks in advance** will be processed.
  4. If payments are still not made, TPSOSHC reserves the right to withdraw the child(ren)'s enrolment until the account is settled.
- **Additional Fees:**
    - Overdue accounts will attract additional fees to cover administration costs.
    - Additional fees will be charged to the account if payments are not made by the invoice due date.
  - **Timely Payments:**

It is the family's responsibility to ensure that their account is paid on time to avoid additional fees and disruptions to their child(ren)'s enrolment.
  - **Communication with the Service:**
    - Families are encouraged to contact TPSOSHC immediately if any issues arise that may affect their ability to pay fees on time.
    - Appointments can be made to speak with the Director or Approved Provider to discuss payment concerns.
  - **Consequences of Continued Non-Payment:**

Continuously failing to pay fees will jeopardize the child(ren)'s place(s) in the service.

Families are advised to maintain open communication with the service to ensure any financial challenges are addressed promptly and enrolment continuity is maintained.

## **11. SERVICE CLOSING TIME AND LATE COLLECTION FEE**

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Please be aware that our service and program close promptly at **6:00pm**, and in accordance with National Regulations and licensing, we are not permitted to have children in the service after this time. A late pick-up fee will be incurred for children collected after **6:00pm**, as it is unacceptable for children to remain at the service beyond closing time.

## Late Fee Structure

Currently, the late fees are as follows:

- **From 6:01pm to 6:10pm:** A flat fee of **\$20** will be charged.
- **After 6:10pm:** A late fee of \$5 per minute will be charged for any portion of time beyond 6:10pm.

### Example Calculation:

If you collect your child at **6:12pm**, the late fee will be calculated as follows:

- **\$20** for the time until 6:10pm.
- From 6:10pm to 6:12pm (2 minutes):  $\$5 \times 2 = \$10$
- Total late fee: **\$20 + \$10 = \$30**.

This ensures fairness while encouraging timely pick-ups. We appreciate your understanding and cooperation in adhering to our closing times.

Families who are consistently late with fee payments or child pick-ups may have their child's enrolment reviewed. If we are unable to contact a parent or a person nominated on the enrolment form within 45 minutes of the service closing to arrange collection of the child, the Police or other relevant authorities may be contacted to take responsibility for your child.

Please note that these fees are not eligible for CCS.

We appreciate your cooperation in ensuring timely pick-ups to comply with regulations and to support the wellbeing of children and staff.

## 12. CHANGE OF FEES

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Fees are subject to change at any time, provided a minimum of **two weeks' written notice** is given to all families. Changes to fees will be communicated clearly and in advance to ensure families have adequate time to prepare.

The **Childcare Subsidy (CCS) hourly rate caps** may be increased by the **Consumer Price Index (CPI)** at the start of each financial year. Any CCS hourly rate increases are governed by the CCS program and are automatically adjusted through our CCS software to reflect these changes.

We appreciate your understanding and will keep you informed of any updates to fees or CCS rates.

## 13. TERMINATION OF ENROLMENT

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Parents are to provide four weeks written notice of their intention to withdraw a child from the centre. If notice is not given, families can lose their Childcare 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. 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

## 14. IMPLEMENTATION

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### 14.1 MANAGEMENT/ NOMINATED SUPERVISOR WILL ENSURE:

Our service is committed to:

- Ensuring all families are aware of and have access to our **Fees Policy**.
- Verifying that enrolments are submitted correctly with the appropriate enrolment information.
- Providing families with regular **statements of fees payable**.
- Notifying families of any **overdue fees** promptly.
- Issuing **reminder letters** to families as required.
- **Terminating enrolments** of children if fees remain unpaid.
- Providing families with **at least 4 weeks' written notice** of any fee increases.
- Discussing **fee payment concerns** with families if needed to support timely resolution.

These practices ensure transparency and fairness in fee management while maintaining the financial sustainability of our service.

## 14.2 FAMILIES ARE RESPONSIBLE FOR:

- Providing the service with the correct enrolment details to facilitate the **Childcare Subsidy (CCS)** claim, if required, including:
  - **Centrelink Reference Numbers (CRN)** for both the child and the CCS claimant.
  - **Date of Birth** for both the child and the CCS claimant.
- Ensuring the **payment of fees** in accordance with the Fees Policy.
- Notifying **Centrelink** of any changes that may affect their CCS entitlement, such as changes in income, activity levels, or family circumstances.
- Confirming their child's enrolment through the **parent's MyGov account** to activate their CCS entitlement.

These responsibilities ensure the seamless processing of CCS claims and timely fee payments. Families are encouraged to keep their information up to date and maintain open communication with the service.

## 15. THIRD PARTY PAYMENTS

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Parents are generally responsible for paying the **co-contribution** for childcare fees. Only **state and territory governments (and their agencies)** are permitted to contribute to the cost, either partially or fully, of childcare fees for families.

In cases where an agreement has been made with an employer or charity to assist with the contribution of fees, the following applies:

- The fees must be reduced accordingly **before the Childcare Subsidy (CCS)** is applied.
- The service will maintain records of all documentation related to any third-party payments.

This ensures compliance with CCS regulations and proper accounting for any third-party contributions to childcare fees.

## 16. COMPLAINTS RELATING TO THE ADMINISTRATION OF CCS

Families who wish to raise concerns regarding the management of Childcare 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 the management of the Childcare Subsidy through the **dedicated Childcare Tip-Off Line**:

- **Phone:** 1800 664 231
- **Email:** [tipoffline@dese.gov.au](mailto:tipoffline@dese.gov.au)

## 17. REVIEW

POLICY REVIEWED BY	Shavaun Andreou	Director	08.01.25
POLICY REVIEWED	JAN 2025	NEXT REVIEW DATE	MARCH 2025
MODIFICATIONS	<ul style="list-style-type: none"><li>• Decreased Late Payment Fees: Simplified structure for fairness and reduced penalties.</li><li>• Removal of Public Holiday Pay: Charges eliminated for days when services are unavailable, ensuring fairness for families.</li><li>• Reformatted and Updated Policies: The policy is better organized and easier to understand, reflecting a professional and family-oriented service.</li><li>• Streamlined CCS Procedures: Clear and accessible Child Care Subsidy (CCS) requirements and steps for families, with enhanced guidance.</li></ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
N/A	N/A		N/A



## 18. APPENDIX

### Appendix: Schedule of Fees 2025

Fee Type	Details	Amount
<b>Annual Membership and Account Keeping Fee</b>	Non-refundable; required upon enrolment	\$30
<b>After School Care (ASC)</b>	Regular session (3:00 pm – 6:00 pm)	\$33 per session
	Casual session (3:00 pm – 6:00 pm)	\$35 per session
<b>Before School Care (BSC)</b>	Regular session (3:00 pm – 6:00 pm)	\$23 per session
	Casual session (3:00 pm – 6:00 pm)	\$25 per session
<b>Vacation Care (SVC)</b>	Regular Session (8:00 am – 6:00 pm)	\$90 per session
<b>Direct Debit Charges</b>	Dishonour fee	\$8.80
	Bank account or credit card transaction	\$1.00 per transaction
	VISA/MasterCard surcharge	1.80%
	AMEX/Diners surcharge	3.60%
<b>Additional Fees</b>	No-contact fee (failure to notify absence by 2:00pm the day of - per occurrence)	\$5.00

	Failure to sign child out (phone call required for safety verification)	\$5.00
	Late collection fee	\$20 flat fee until 6:10pm, \$5 per minute after 6:10pm
	Late collection for sickness/inappropriate behavior (after 30-45 minutes of notification)	\$5 per minute