

## PAYMENT OF FEES



### **This policy aims to:**

Ensure families are aware of OSHC@IOE payment of fees procedures. OSHC@IOE will accept direct debit and BPAY only. We cannot accept cash payments. We are committed to providing our families with a clear and fair fee structure.

### **Definitions:**

**Childcare Subsidy:** The main Australian Government payment to assist families with the costs of education and care for their children. It is, with some exceptions, paid directly to providers to be passed on to families as a fee reduction. Families make a co-contribution to their fees and pay the provider the difference between the fee charged and the subsidy amount

**Notice Period:** The length of time stipulated by a service to notify families before making any changes that will affect the fees charged or the way in which fees are collected. The notice period must be at least 14 days.

### **OSHC@IOE will ensure that:**

- All enrolments are completed and up to date prior to participant commencing at the service;
- All accounts are up to date for families to view statements at any time; and
- Families are provided with a copy of this policy upon commencement.
- Families are sent a statement at the start of each week
- Direct debits are checked at the start of each week and adjustments are made to family's accounts if required. Families are to be emailed and updated on the adjustment
- If a families account is not in one week of credit, the family are emailed early in the week. If not response, a phone call later in the week to ensure a payment it made.

### **Families will ensure:**

- Accounts are at no more than a \$0.00 balance. Families are not to accrue debt on their accounts
- Accounts are paid one week ahead at all times
- All last minute extra bookings are to be paid on the day of the booking and receipt emailed to the service;
- BPAY payments are made two weeks in advance and receipts emailed to the service;
- They are aware that care may be suspended if the account is not up to date and at \$0.00 balance. OSHC@IOE are aware of different families' financial needs. OSHC@IOE can liaise with the family to develop a payment plan to families experiencing financial hardship. We are committed to providing quality care to all families and will assist with those requiring support where needed.

### **To be noted:**

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Absences will still be charged at the normal rate. If the service is informed two weeks before the expected absent date, no fee will be charged. Centrelink allows 42 absences throughout the year. After the 42 absences have been used, full fees will be charged or additional absences can be used. A medical certificate must be provided to use additional absences.

Two weeks notice must be provided in writing of the intent to end care.

XPAY charges 2.14% surcharge for credit card transactions and 80 cents per direct debit and BPAY.

If Child Care Subsidy approval is still pending with Centrelink, full fees must be paid to the service.

If the family are accessing ACCS or Grandparenting benefit, families must ensure their account is paid until this funding has been placed on the account.

### **References:**

Education and Care Services National Regulations 2011: 168, 170, 111

National Quality Standards: QA6