

## 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 Child Care Subsidy links have been made prior to the participant commencing at the service or families have been given all the information needed for CCS
- All accounts are up to date for families to view statements at any time; and
- Families are provided with a copy of this policy to sign.

### **Families will ensure:**

- Accounts are at a \$0.00 balance;
- Accounts must be paid for the week of care
- All 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 experience financial hardship. We are committed to providing quality care to all families and will assist with those requiring support where needed.

### **To be noted:**

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

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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.

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

### **References:**

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

National Quality Standards: QA6