

FEES POLICY (OSHC)

Updated: May 2025



What are we talking about in this document?

This policy is related to fees, late fees, sessions and out of session times.



Who is this for?

This policy applies to children, staff, students, management, and visitors of the service.



Why do we need this policy?

We aim to ensure families have a clear understanding of the service fee structure ensuring fees are paid on time and that there are consequences for failure to pay fees on time.



Key Terms

Term	Meaning	Source
Child Care Subsidy	The Child Care Subsidy (CCS) is a government program that helps families with the cost of approved child care. It's a financial assistance payment designed to make early learning and childcare more affordable and accessible for Australian families.	Department of Education
Additional Child Care Subsidy	The Additional Child Care Subsidy (ACCS) provides extra help with the cost of early childhood education and care to families facing difficult or challenging circumstances.	Department of Education
Education and Care National Regulations	The Education and Care Services National Regulations outline the operational requirements for education and care services in Australia, supporting the National Law. These regulations detail how services must be run to ensure the safety, health, and wellbeing of children. They cover a wide range of topics, including staff qualifications, physical environment, and incident reporting.	ACECQA



The Important Stuff



General Fees

- Fees are charged daily, for each booked session, and vary depending on the family's eligibility for Child Care Subsidy. The Child Care Subsidy will be paid directly to the Service and allocated against the fees charged on the family account (visible on a family's statement).
- Families are required to pay the GAP amount reconciled on the account after the subsidy has been credited.
- Fees are charged weekly, for the one week in advance, for OSHC services. Alternative payment options will need to be requested in writing to the Centre Coordinator/Nominated Supervisor.
- Family Statement of Accounts can be viewed or downloaded from Xplor as required.

- The amount due for payment is shown on the Xplor app and via the family Xplor web account <https://home.myxplor.com> The balance owing is updated weekly, from Monday.
- Fees must be kept in advance of a child's attendance
- Fees are processed in advance through the direct debit system Debit Success and must never be in arrears.
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes sick days and family holidays but excludes periods when the Service is closed.
- If a session of care falls on a public holiday, families are required to pay normal fees. CCS will be paid for sessions that fall on public holidays and the booking recorded as an absence.
- Casual days may be offered to families, if space is available.

Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their [My.Gov](#) account linked to Centrelink and provide supporting documentation.
- Basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy.
The child must:
 - be in your care for at least 2 nights per fortnight or you must have 14% care
 - be a 'Family Tax Benefit child' or 'regular care child' and
 - be 13 or under and not attending secondary school and
 - meet immunisation requirements
- The person claiming the Child Care Subsidy or their partner must:
 - meet residency requirements and
 - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their childcare provider
 - childcare must be provided by an approved provider
- A family's level of Child Care Subsidy will be determined by:
 - Combined family income
 - Activity test of parents
 - Type of early learning and childcare Service.
- 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).
- Families are responsible for monitoring their child's allowable absences and eligibility for Child Care Subsidy.
- Any disputes with CCS entitlements is the responsibility of the family and should be resolved directly with Centrelink.

Payment of fees

- Payment for fees are processed using the Service's direct debit platform, Debit Success, via the service software Xplor.
- Families agree to the terms and conditions of the payment platform on Xplor at enrolment under the Auto Debit Setup agreement.
- Transaction charges are as follows:
 - Payment via Bank Account: \$0.82
 - Payment via Credit Card (Visa/Mastercard): 2.28%
 - Payment via Credit Card (AMEX) 5.23%
- Families must keep their payment details current at all times.

- Families are able access to full statements of account via the Service's online platform, Xplor at any time.
- A dishonour fee of \$19.95 will apply for direct debit transactions that are declined, including where there are insufficient funds to cover the fees.

Absences from service

- Families are requested to contact the Service if their child is unable to attend a particular session.
 - A fee will be charged to families who do not notify the service that their child is not attending an after school care session.
 - If a child is unable to attend an after-school program session they are booked into, we must be notified by text or phone before the session start time. If we are not notified prior to the session starting, a \$10 Non-Notified Absence Fee will apply per child in addition to their regular session fee.
- 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, Skills and Employment]
- 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.
- Allowable absences can be taken for any reason, including public holidays and when children are sick.
- Records will be kept by the Service for each absence.
- Families can view their absence count through their Centrelink online account via myGov.
- In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.

Financial difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.

Failure to pay

- If a family fails to pay the required fees on time, they will be contacted by the accounts department and asked for payment over the phone. A payment plan may be arranged.
- Continuous late payment of fees may result in the child's place at the service being terminated.
- If payment has not been received after three weeks, the child's position will be suspended until payment has been made. If no payment is confirmed, the family will receive a final notification terminating the child's enrolment and cancelling the booking. At this time the Service will initiate its debt collection procedure, following privacy requirements.

Late fees and out-of-session fees

- Our Service is not licensed or insured 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 Service.

- A late fee will apply where children are not picked up prior to closing time
 - First time a parent/guardian is late they will be given a verbal warning and advised of the Late Collection process.
 - Subsequent occasions, where a child is picked up late, will incur a charge of \$25.00, per educator, per 15-minute increments.
- A review of the child's enrolment will occur where families are consistently late.
- Out-of-session fees will apply to any child who arrives before the beginning of their booked session time or is collected after the end of their booked session. A flat fee of \$25.00 will be charged.
- Continuous out-of-session attendance will see the session reverted to the full day charge.
- Continued arrival and departure outside of booked sessions may result in the child's booking to be reviewed.

Non-Notified absence fee

- If a child is unable to attend an after-school program session they are booked into, we must be notified by text or phone before the session start time. If we are not notified prior to the session starting, a \$10 Non-Notified Absence Fee will apply per child in addition to their regular session fee.

Change of fees

- Fees are subject to change at any time, provided a minimum of 14 days written notice is given to all families.

Termination of enrolment

- Parents/guardians of children in OSHC are to provide two weeks written notice of their intention to withdraw a child from the service. Withdrawal from our OSHC service requires two weeks written notice.
- If termination from the service is required without notification, families can lose their Child Care Subsidy resulting in the payment of full fees to be charged.
- If a child does not attend the service on their last day, this will result in cessation of care in accordance with Centrelink. Centrelink will forfeit your Child Care Subsidy and families will be required to pay the full fee to the service.

Responsibility of management

- The Operations (Finance and Systems) Manager is responsible for the billing and recovery of fees.
- Should families wish to discuss fees, they will need to see the Centre Coordinator and/or Operations (Finance and Systems) Manager.



Supporting Documents

Resources and information

[Child Care Subsidy](#)

[Child Care Subsidy Calculator](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare](#)



Sources

- ACECQA – Australian Children’s Education and Care Quality Authority.
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2019).
- Education and Care Services National Regulations 2012. (2022).
- Guide to the National Quality Framework. (2022).
- Services Australia. Child Care Subsidy. <https://www.servicesaustralia.gov.au/child-care-subsidy>. (2023)



Links to Regulations

National Quality Standard

Quality Area 7: Governance and Leadership

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 the service

Education and Care Services National Regulations

168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
172	Notification of change to policies and procedures

Related Legislation

Child Care Subsidy Secretary’s Rule 2017
A New Tax System (Family Assistance) Act 1999
Family Law Act 1975



Review & Document Control

Policy Reviewed	Modifications
August 2017	Extension of Policy from regulations and set out expectations for all parties
January 2018	January 2018 Quality Area updated to reflect changes to the NQS. Centre Director changed to Coordinator.
1st July 2018	1st July 2018 Added session times. Edited to reflect Subsidy.
2nd May 2019	2nd May 2019 Dishonour fee updated for ezidebit. Logo changed. Formally changing 16.5.19
June 2019	June 2019 Updated onto new format and new Keiki logo added
5th March 2020.	5th March 2020 Updated formatting, what policy includes. Matched to Arrival and Departure Policy. Sent to Families 5.3.2020 XPLOR.
June 2020	June 2020 Minor changes made to the structure of sentences. Added section about Child Care Subsidy, Absences from the service and resources for families. Added information about Child Care Subsidy for financial hardship.
April 2021	Amended wording – absences are recorded as an absence, Family has responsibility to contact Centrelink for any issues with CCS. Added Xplor is online platform.
June 2021	Changes to reflect new billing system. Finance Manager reviewed, minor changes to wording.
February 2023.	New Format. Sources Updated.
December 2024	Updated information about direct debits and charges.
May 2025	New template. Added information about families monitoring their child’s absences and eligibility for CCS.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

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