



Marton Activity Centre

MAC Policy

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	Amendment No	: 10
	Quality Area	: MACQA7
	Approved By	: Management
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Out of School Hours Care provides quality education and care for primary school-age children outside school hours and during school holidays. Our OSHC Service supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting workforce participation of parents and carers. Our OSHC Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

POLICY STATEMENT

For parents to gain a clear understanding of the Outside School Hours Care Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

SCOPE

This policy applies to the children, families, staff, management and visitors of Marton Activity Centre.

PROCEDURES

Marton Activity Centre 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 legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our OSHC Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

THE FEE STRUCTURE OF MARTON ACTIVITY CENTRE INCLUDES:

MEMBERSHIP AND ENROLMENT FEE

- The service is a Parent Managed Not for Profit Service
- The service is an Incorporated Association and as such, families enrolling their child in the service are bound by the rules of the Association for the period of the child's enrolment.
- As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the service and may be nominated (with consent) for a position on the Parent Management Committee at the Annual General Meeting.
- A membership fee of \$ 45.00 is payable on an annual basis.

GENERAL FEES

- Fees are charged for each session for before and after school care programs.
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives (which replaced the Child Care Benefit and Child Care Rebate in 2018).
- 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 pay the difference between the fee charged and the subsidy amount- called the 'gap' amount
- Fees must be paid as the Customer Account Statement falls due.
- A receipt will be shown for each payment on the Customer Account Statement
- Fees are to be paid through a direct debit system. If families can nominate to pay fees on a weekly fortnightly or monthly basis, it is a requirement that the family pay by the due date of the Customer Account Statement and that all accounts are finalised by the end of each term.
- Fees are payable in 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. The Service may be closed due to periods of local emergency such as bushfire or flood or pandemic.
- If a session of care falls on a public holiday, families will not be charged.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day).

- Families are requested to contact the Service if their child is unable to attend a particular session.
- Casual days may be offered to families if available within the Service's license.

CHILDCARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their myGov account linked to Centrelink and provide supporting documentation.
- Centrelink requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.
- 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 is the responsibility of the family.

PAYMENT OF FEES

- Fees are set up using the Service's direct debit system.
- Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and Regulatory requirements.
- A dishonour fee will apply for direct debit transactions where payments fail to process.

BOOKINGS AND CANCELATIONS

- Each family is expected to make bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full and paid the Enrolment fee.
- Families wishing to cancel their child's place at the service are required to provide one (1) weeks written notice to the Coordinator/ Nominated Supervisor, or they are liable to pay the equivalent of one weeks childcare fees to the service. CCS cannot be claimed if the child does not attend during the notice period and full fees will apply.
- Casual bookings are to be booked no more than four weeks in advance. Bookings can be made the day before or on the day if spots are available and the child to staff ratio is maintained. To cancel a casual booking, you must cancel the day before by 5pm. Any cancellations after 5pm the day before and onwards will be charged the casual booking.

ABSENCES FROM MARTON ACTIVITY CENTRE

- 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, 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. (See Child Care Subsidy Handbook).
- Allowable absences can be taken for any reason, including public holidays and when children are sick, holidays, not attending that session, picked up or dropped off straight to/from school.
- 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.
- If our Service is forced to close as a result of a public health directive, due to COVID-19, we may waive gap fees in line with 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, a reminder letter will be issued.
- 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.

BEFORE OPERATIONAL AND LATE COLLECTION FEE

- Our OSHC Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.
- The service operates from 7.00am to 9.00 am and 2.30pm to 6.00 pm. Staff are not able to accept children in the service outside of these hours. Should children be present before operational start time and after the closing time,

an early/late fee of \$ 20.00 per ten minutes or part thereof will apply.

- The hours and days of operation of the service will be displayed prominently at the service (Regulation 173).
- A review of the child's enrolment will occur where families are consistently late with fee payment.

NON-ATTENDANCE FEE

- A non-attendance fee will be charged when children are booked into MAC and there is no notification of absence. For welfare reasons it is required for a staff member to call the parents to ensure the child/children are safe. The fee charged will be \$30

NO PREARRANGED ATTENDANCE FEE

- A fee will be charged to families when their respective children arrive at MAC without a booking. For welfare reasons it is required for a staff member to call the parents to ensure the child/children are to be at MAC. The fee charged will be \$15.

CHANGE OF FEES

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

TERMINATION OF ENROLMENT

- Parents are to provide one weeks written notice of their intention to withdraw a child from the centre.
- If termination from the Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged.

RESPONSIBILITY OF MANAGEMENT

THE NOMINATED SUPERVISOR IS RESPONSIBLE FOR:

- Ensuring all families are aware of our Payment of Fees Policy
- Ensuring enrolment information of includes the parent/guardian's Customer Reference Number (CRN) and date of birth and the child's CRN and date of birth
- Providing families with regular statement of fees payable
- Notifying families of any overdue fees
- Providing families with reminder letters as required
- Terminating enrolment of children should fees not be paid
- Discussing fee payment with families if required.
- 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 must be provided to families]

DEBT RECOVERY

- The Approved Provider reserves the right to act to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as follows:
 1. An initial email stating fees are overdue will be sent 14 days after the fees due date. A late fee of \$ 20.00 will be added to the invoice.
 2. If payment is not received, families will be invited, by telephone/email, to attend a meeting with the Administration officer, Nominated Supervisor and Treasurer to discuss a payment plan.
 3. Failure to attend the meeting and continued non-payment once fees are outstanding for 28 days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered, the child will be unable to attend the service.
 4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
 5. The MAC management committee will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

SERVICE CLOSURE

- No fee is charged while the service is closed during school holidays including Pupil Free Days and Public Holidays

RESOURCES AND INFORMATION FOR FAMILIES

- [New Child Care Package Information for Families Resources](#)
- [Child Care Subsidy](#)
- [Child Care Package Overview](#)
- [Centrelink Customer Reference Number](#)
- [Absences from childcare- Australian Government](#)

CONSIDERATIONS

NATIONAL QUALITY STANDARDS (NQS)

Quality Area 7: Governance and leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management System	System 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 supported effective decision making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

Education and Care Services National Regulations and National law NSW		
Reg	168	Education and care services must have policies and procedures
Reg	172	Notification of change to policies and procedures
Reg	173	Prescribe information to be displayed

SOURCE

Australian Children's Education & Care Quality Authority. (2014).
Australian Government Department of Education Child Care Provider Handbook https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf
Australian Government Department of Education, Skills and Employment <i>Early Childhood and Care</i> https://www.education.gov.au/early-childhood-and-child-care-0
Australian Government Department of Education, Skills and Employment Information for child care providers when a period of local emergency occurs
Kearns, K. (2017). <i>The Business of Childcare</i> (4th Ed.).
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
Guide to the National Quality Standard. (2020)
Revised National Quality Standard. (2018)

SERVICE POLICIES

Polices	
Delivery & Collection of Children	Enrolment, Re Enrolment & Orientation
Privacy & Confidentiality	Governance
Childcare Subsidy (CCS) Policy	