



Aranda Afters

Building Confident People

Fees policy

2022

Document Control

Date	Description of change	Version number
October 2021	Complete re-work	1.0

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2. Welcome

Aranda Afters Association Incorporated (Aranda Afters) provides quality education and care for primary school-age children outside school hours and during school holidays. Aranda Afters supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting the workforce participation of parents and carers. Our Out of School Hours Care (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.

3. References

National Quality Standards:

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

Regulations:

Education and Care Services National Regulations

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

4. Aim

For parents to gain a clear understanding of the Aranda Afters fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the 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. Our OSHC service ensures the confidentiality and privacy of all personal information provided to the service about the enrolled child and family.

5. Annual membership and account keeping fee

An annual, non-refundable, \$25.00 account keeping and membership fee is charged upon the submission of an enrolment form. This fee is non-refundable if your child does not take a place at our service.

6. General fees

- Fees are charged for each session for after school care and per day for vacation care programs.
- Fees payable by families vary depending on the amount of CCS rebate each family receives.
- CCS is paid directly to the service, which 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 — the 'gap' amount.
- Fees must be kept 2 weeks in advance of a child's attendance.
- Fees are to be paid fortnightly and we recommend paying through a direct debit system. If families wish to pay fees weekly or monthly, it is a requirement that the family pay in advance and are not in arrears.
- Fees are payable in advance for every session that a child is enrolled at Aranda Afters. This includes pupil free days, 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, flood or pandemic.
- 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.

7. Child Care Subsidy (CCS)

Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Centrelink and provide documentation to support the CCS payment

Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy. The child must:

1. be a 'Family Tax Benefit child' or 'regular care child' and
2. be 13 or under and not attending secondary school and
3. meet immunisation requirements

The person claiming CCS, or their partner must:

1. meet residency requirements and

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

Families level of CCS will be determined by:

1. combined family income
2. activity test of parents
3. type of early learning and childcare service.

CCS 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. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.

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

8. Payment of fees

ASC Account Statements will be issued on a fortnightly basis in accordance with the fee payment and Regulatory requirements. Account Statements will include details of the sessions of care provided and the resulting fee reduction amounts. Account Statements are generated using our CCS Software which meets all requirements as per Family Assistance Law legislation

SVC Bookings must be paid for prior to a child attending their booked session. For January SVC, payment will be due in fortnightly batches prior to your child attending.

If a family would like to have a receipt issued, they need to contact Affinity Bookkeeping, on 02 6299 9104, to request for this to occur.

8.1. Account transfer

All Aranda Afters accounts are the responsibility of the person who has registered the child(ren) under their Centrelink Customer Reference Number (CRN). Invoices are emailed out to the account holder every second Monday, or the next business day, and must be paid

within **3 days** of the date of invoice. Please contact the Director if you have not received your invoice, know you will be away or think your invoice is incorrect.

Families may make direct payments into the Aranda Afters bank account:

Aranda Afters Association Inc.
Commonwealth Bank of Australia Jamison Centre Branch
BSB: 062907
Account No: 00904824

Please ensure that your account name is clearly identified on the deposit information.

Note: If you pay by internet banking, please allow time for your payment to reach our account by the due date (some banks are slower than others).

8.2. Voluntary Direct Debit

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

You will need to add a direct debit through the Xplor App.

As the primary carer on the account, you will be able to follow these instructions to update your direct debit:

1. Login to the Xplor Home app and choose the Account option (the helmet icon at the bottom right).
2. Select 'Finance' on the left side menu. Then select 'Set up Direct Debit' from the menu.
3. Choose the Credit Card or Bank Account option and enter the relevant details and 'Save'.

Note: A surcharge is applied for all direct debit transactions; surcharge fees are listed in the schedule of fees table below.

The surcharge is set by Debit-Success and differs according to the card/account the family nominates.

In the instance that a debit from your account fails, Aranda Afters will attempt to contact the nominated account holder and arrange payment. A \$15 processing fee will be applied to each failed payment.

9. Absences

- Parent/guardians must notify the service by 2:00pm if a child will be absent from a care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a \$5.00/family fee applies for failure to notify us of your child/ren's absence.
- We encourage families to notify the service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the service by email – admin@arandaafters.com.
- Families must still pay the 'gap' fee to the service if their child is unable to attend.
- 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).
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the service for each additional absence, where required
- Allowable absences can be taken for any reason, and when children are sick.
- 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 will waive gap fees in line with Government direction.

10. 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.
- There are four different payments under Additional Child Care Subsidy:
 1. Additional Child Care Subsidy (child wellbeing)—to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm.

2. Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment.
3. Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment.
4. Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment.

11. Overdue accounts

If a family's payments become overdue, they will be required to make full payment of the outstanding balance and submit a direct debit form to be held on file for the remainder of the enrolment year, if a families invoice remains overdue they will automatically be set up on the direct debit payment system using the form submitted and payment of 4 weeks in advance will be taken or Aranda Afters may withdraw the child(ren)'s enrolment access until the account payments have been made.

- Overdue accounts attract additional fees to cover administration costs. Please contact Aranda Afters immediately if any issues arise that may affect your ability to pay your fees on time.
- Additional fees are charged on your account when a statement has not been paid by the due date It is a families' responsibility to ensure their account is paid in a timely manner
- Families can make appointments to speak with the Director or Approved Provider regarding payments if there is a need to do so.
- Continually not paying fees will put your child(ren)'s place(s) in the service in jeopardy.
- If after consultation/negotiations an overdue amount remains unpaid the child(ren) will be excluded from the Program. Fees which remain outstanding will be pursued through the Small Claims Court.
- Reimbursement of the cost of taking recovery action of this nature will be the responsibility of the parent(s) and will be added to their outstanding account. This ensures fair access to all service users and supports us to keep fees to a minimum.

12. Service closing time and late collection fees

Please be aware our service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6.00pm.

It is unacceptable to pick children up late from the OSHC service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$29.50 per 5 minutes block or part thereof will be incurred by the family.

A review of the child's enrolment will occur where families are consistently late with fee payment.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the service closing, we may need to contact the Police or other authorities to take responsibility of your child.

13. Change of fees

Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families. CCS hourly rate caps may be increased by the [CPI](#) at the commencement of each financial year. Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

14. Termination of enrolment

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 Child Care 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

15. Responsibility of management

The Nominated Supervisor is responsible for:

- ensuring all families are aware of our *Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- 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
- providing at least 4 weeks written notice to families of any fee increases

- discussing fee payment with families if required.

16. Responsibility of families

- Provide the service with the correct enrolment details to facilitate the CCS claim, if required, including:
 - Centrelink Reference Numbers for child and CCS claimant
 - Date of Birth for child and CCS claimant
- Ensure payment of fees as per policy
- Notify Centrelink of any changes that may affect their CCS entitlement
- Confirm their child's enrolment through the parents myGov account.

17. Third party payments

Parents are generally liable to pay the co-contribution for childcare fees. Only state and territory governments (and their agencies) can contribute to the cost, in part of full, of childcare fees for families.

Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied.

Our service will record all documentation regarding any third-party payments.

18. Complaints relating to the administration of CCS

Families who wish to raise concerns regarding the management of Child Care 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 management of the Child Care Subsidy to the dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@dese.gov.au

19. Appendix 1: Schedule of fees – 2022

2022 Schedule of fees (per family)	
Annual membership and account keeping fee	\$25.00
Fee information	
After School Care (ASC) Program – per session	
Regular after school care session: 3:00pm – 6:00pm	\$29.50
Casual after school care session: 3:00pm – 6:00pm	\$33.50
School Vacation Care (SVC) Program – per session	
Early booking school vacation care program: 8:30am – 6:00pm	\$78.50
Late booking school vacation care program: 8:30am – 6:00pm	\$83.50
Direct Debit charges	
Bank account (minimum charge \$0.50 per transaction)	\$0.88
Credit card – Visa or Mastercard (minimum charge \$0.50 per transaction)	2.35%
Credit card – Amex or Diners (minimum charge \$0.50 per transaction)	4.40%
Additional fees and charges (All additional fees and charges are un-subsidised)	
Late payment fee – not paying your account by the due date will incur a late payment fee for administration.	\$24.00
Direct Debit failure fee – if a direct debit transaction is declined, the family will incur a processing fee for administration. This fee is set for cost recovery.	\$15.00
No contact fee – not informing us that your child(ren) will not be attending an OSHC or SVC program session, resulting in a phone call being made to verify whether the child(ren) is/are meant to be attending the session.	\$5.00
Failure to sign a child out – resulting in a phone call being made to check that the child(ren) is/are safe.	\$5.00
Late collection fee – charged as follows: One un-subsidised OSHC session fee (i.e. \$29.50) per five minutes, or part thereof, for the late arrival of a parent and finalisation of pick-up of a child, after 6.00 pm	
Late collection fee (sick or inappropriate behaviour) – charged as follows: 30–45 minutes after initial notification: one OSHC session fee (i.e. \$29.50) Each subsequent 15 minutes (or part thereof): one OSHC session fee (i.e. \$29.50)	
Discounts	
Families with third, subsequent, children enrolled in Out of School Hours Care	10%

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