

## ARMIDALE OUT OF SCHOOL HOURS CARE

### *Fee Setting and Payment Policy*

<p><b>Related documentation</b></p> <p><b>Policy/policies:</b></p> <p><b>Regulation/s/ Standards:</b></p> <p><b>References:</b></p>	<p>Governance</p> <p>Management of Records</p> <p>National Regulations 168, 169, 170, 171 &amp; 172</p> <p>National Quality Standards Area 7.1,</p> <p>Dept of Education Child Care Handbook 2020:</p> <ul style="list-style-type: none"> <li>- Key obligations &amp; expectations of Family Day Care Educators</li> <li>- Key obligations of a Family Day Care Service</li> </ul> <p>ACECQA Research &amp; Resources</p>
<b>Date effective</b>	August 2022
<b>Date for review</b>	February 2024
<b>Purpose</b>	<p>Armidale Out of School Hours Care will use its best endeavours ensure that families and other partners associated with our service are aware of our fee structures and fee payment requirements and that those requirements are clear, transparent and consistent.</p> <p>In line with our OSHC Licencing requirements, Armidale Out of School Hours Care will inform Education NSW of any proposed increase to after school care or vacation care fees.</p>
<b>Responsibility</b>	Board of Directors and Management

**Key information:**

- Armidale Out of School Hours Care provides all families with a copy of our Fee schedule upon enrolment;
- Armidale Out of School Hours Care uses its best endeavours to ensure that clear policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service, and.
- We are committed to providing all families with the opportunity to enrol their children at our service, with a clear, transparent, fair and inclusive fee structure.
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**Policy:**

Armidale Out of School Hours Care management will:

- Aim for our fees structure to be fair and accommodate payment plans for families requiring greater flexibility.
- Value our families and ensure there is two-way communication with them at all times. We ensure they are familiar with our fees at enrolment and we provide four weeks' notice of any changes to the fee structure.

- We prioritise good governance and quality management. Our fees structure is clear and transparent, and our systems and practices ensure that payments are processed correctly and receipts and statements are provided to families.
- Notify the Commonwealth Department of Education of any intended changes to Armidale Out of School Hours Care's fee rates for weeks prior to those changes.
- Use its best endeavours to ensure that the fee charged to families is a real fee - that is, one that the family is actually liable to pay.
- Ensure that families receiving Additional Child Care Subsidies or other additional subsidies are not charged a higher fee than would have been charged if the family were not eligible to receive one of these payments.
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**Procedures:**

**The Board of Directors, in consultation with Management will:**

- Set fees for children to enrol at the service and ensure policies and procedures are in place relating to the fee schedule and payment options.
- Take reasonable steps to ensure that this Policy is followed.

**Management will:**

- Ensure that copies of this Policy are readily accessible to the nominated supervisor, educators and families.
- Notify families at least 30 days before changing the policy or procedures if the changes will:
  - affect the fees charged or the way they are collected or
  - significantly impact the service's education and care of children or
  - significantly impact the family's ability to utilise the service.
- Ensure that regulatory obligations are met in relation to payment of fees.
- Implement procedures for the payment of service fees.
- Communicate with families at enrolment about fees, including:
  - the amounts charged
  - payment periods and methods
  - how the Child Care Subsidy or other government subsidy will be applied
  - notice periods
  - how they can access copies of statements/receipts
  - financial hardship considerations and payment plans.
- Ensure families receive receipts for fees paid.
- Engage in ongoing communication with families about their account.
- Monitor the application of the Child Care Subsidy or other government subsidy.

**Responsibilities of Families:**

- Ensure they understand the service's fee requirements and expectations at enrolment and any ongoing changes.
- Acknowledge in writing that the payment of all fees is mandatory.
- Meet the fee requirements.
- Raise any fee-related questions with Management in a timely manner.