

Intereach Out of School Hours (OOSH) Payment and Collection of Fees Procedure



Applies to	Intereach Out of School Hours (OOSH)				
Policy	NQS Seven: Governance and Leadership Policy				
Version	5.0	Date approved	22/12/2025	Next review date	22/12/2026

1. Objective

Intereach is committed to provide all families with a clear, transparent, fair and inclusive fee structure.

This procedure ensures:

- families understand the service's fee structure, payment requirements and collection processes;
- fees are applied equitably and consistently across all services; and,
- the service meets all accountability requirements under the National Law, National Regulations and Family Assistance Law.

2. Responsibilities

Approved Provider / Manager Education and Care

- Ensure compliance with the Education and Care Services National Law, National Regulations, and Family Assistance Law.
- Approve the fee schedule and ensure systems and policies support effective financial management.

Nominated Supervisor

- Implement this procedure and ensure educators understand their responsibilities.
- Ensure families receive accurate fee information and that required records are maintained

Finance Team

- Maintain accurate fee accounts, ensuring timely communication with families regarding payments and overdue balances.
- Support families experiencing hardship by assessing circumstances and arranging approved payment options where appropriate.

Educators and Staff

- Provide families with fee information when requested and refer fee-related questions and/or concerns to the Nominated Supervisor.
- Support accurate attendance recording through daily sign-in and sign-out processes.

Parents and Guardians

- Ensure they understand the service's fee requirements and expectations at enrolment and any ongoing changes.
- Sign the relevant child care arrangement agreement, confirming the childcare arrangements.
- Meet payment obligations and follow cancellation requirements.

3. Procedure

3.1. Childcare Arrangements

Families are provided with fee information upon enquiry/enrolment, including:

- the amounts charged;
- payment periods and methods;
- how Child Care Subsidy (CCS) or other government subsidy are applied;
- required notice periods; and,
- information about financial hardship considerations; and payment plans.

Child Care Agreements:

- Families eligible for CCS or Additional CCS are required to enter a Complying Written Arrangement (CWA) with the service.
- Families who are not eligible for CCS or Additional CCS must enter a Relevant Arrangement (RA) with the service.
- Third party organisations responsible for paying a child's fees must be required to enter into an Organisation Arrangement (OA) with the service.

All arrangements must be reviewed and approved at enrolment.

Families must sign children in and/or out of care each day. Attendance and absence records are submitted fortnightly to the Family Assistance Office for CCS processes.

3.2. Childcare Subsidy

Child Care Subsidy (CCS) is paid directly to the service by the Australian Government and is passed onto eligible families as a fee reduction. Families pay the remaining amount, known as the 'gap fee'.

Families must:

- Apply for CCS through their MyGov account.
- Update their information with the Family Assistance Office to ensure it is always current and correct.
- Accept their CCS enrollment before CCS can be applied.

Intereach cannot contact Centrelink on behalf of the family to discuss or update CCS status.

More information on CCS can be accessed through: <https://www.servicesaustralia.gov.au/child-care-subsidy>

A Statement of Entitlement is issued to families of enrolled children, outlining sessions of care, fees charged and CCS applied.

3.3. Fees charged

Fees for After School Care (ASC) and Vacation Care (VC) sessions are charged per session.

- Additional fees may apply during Vacation Care for excursions and other program activities.
- For Deniliquin ASC, a bus service is available to transport children from their school to the centre. An additional fees applies for children who use the bus service, charged in addition to the Daily Fee.

Notification of at least 14 days will be provided to families of any proposed changes to:

- fees charged; and,

- the way in which the fees are collected.

Fees are reviewed on a regular basis to ensure the sustainability of the program. All attempts are made to maintain affordability of sessions, however an increase of fees may occur at any time based on program assessment and needs.

Service fees may exceed the maximum hourly rate cap for CCS and families are required to pay the full cost of anything above the CCS allocated amount.

- where applicable staff will disclose and discuss this with families upon enrolment. (refer (<https://www.servicesaustralia.gov.au/type-child-care-you-use-can-affect-child-care-subsidy?context=41186>)).
- If families exceed their hourly allocation for CCS, they are required to pay fees on the additional hours.

3.4. Payment of fees

Families who apply for and are eligible for CCS are required to pay the fee not covered by the subsidy, referred to as the 'gap' fee. Please note until CCS claims are processed and accepted full fee payment will be required.

Payments are collected weekly in arrears via direct debit through secure payment gateway, redPAY, which integrates with OOSH program software, Harmony.

Cash payments are not accepted.

Please note that Dishonour fees and redPAY processing fees may apply as per the payment provider's schedule.

3.5. Pupil Free Days

All permanent bookings including those that fall on a pupil free day will be charged unless families provide two weeks' notice of cancellation.

On pupil free days, the service may extend its opening hours to support families. Extended hours will only operate when there is enough demand to cover the service operating costs. When extended hours are offered, the day will be charged as a full day Vacation Care, as per 3.7 – Hours of Operation, at the current Vacation Care daily fee. If families are eligible for CCS, it will be applied, and the remaining gap fee will be charged.

If the regular ASC booking falls on a pupil free day, children can still attend the ASC session from 3pm – 6pm and families are required to arrange transport to the service.

Schools may designate the first Monday of Terms 1, 2, and 3 as pupil-free days. For OOSH, these days are treated as Vacation Care days and must be booked by families as a Vacation Care session.

3.6. Absences

CCS is payable for up to 42 absence days for a child in a financial year for sessions of care a child is enrolled in and did not attend, but only for sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence.

Once 42 absence days have been used, CCS can only be paid if the absence meets one of the approved reasons under Family Assistance Law. Approved reasons include:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner;
- pupil-free days where alternative arrangements have been made;

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- the child is not fully immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child;
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child;
- the service is closed as a direct result of a period of local emergency;
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards; and,
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

Generally, absences should occur between a child's first and last physical attendance at the service. There are some circumstances where families can get CCS if an absence occurs in the 7 days:

- before a child's first attendance at your service (inclusive of their first day), or
- after their last physical attendance at your service (inclusive of their last day).

These circumstances are:

- any of the additional absence reasons listed above;
- the service has changed ownership;
- the child's usual service is closed and the child attends a different service under the same provider;
- a family tragedy has occurred;
- the enrolment ceased incorrectly; and,
- following a period of emergency.

CCS is not paid on any absences before a child's first physical day of attendance or after their last day of physical day of attendance.

Where CCS cannot be applied, the family is responsible for paying the full free for those booked sessions.

3.7. Hours of operation

Deniliquin OOSH hours of operation are:

- Vacation Care: 8am to 6pm.
- After School Care: 3pm to 6pm.

Barham OOSH hours of operation are:

- Vacation Care: 7am to 6pm.
- After School Care: 3pm to 6pm.

OOSH is closed on public holidays; however, fees may still apply if any of the permanent usual days of attendance fall on these days.

3.8. Cancellations

If a child is unable to attend a booked session, families must notify the service in writing by sending an SMS with the date of cancellation. This ensures the booking is updated and the child is marked absent correctly.

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- Casual bookings: Please text the OOSH Mobile by 8am on the day prior to the booked session.
- Permanent bookings - Please text the OOSH Mobile by 8am, two weeks prior to the booked session.
- Public Holiday bookings - If permanent booking falls on a public holiday, the gap fee will apply.

All Vacation Care bookings are treated as casual bookings. Cancellations must be made by 8am on the day prior to the session by SMS or phone call to avoid being charged as an absence fee.

3.9. Fee waiver

Families receiving CCS must pay the gap fee. The gap fee will only be waived in cases as determined by the Australian Government. If a gap fee waiver is announced, the service will inform families.

3.10. Refund of fees

Where a family exits the service and the account is credited, a refund will be issued.

3.11. Overdue payments and debts

Intereach recognises that families may experience financial difficulties from time to time. Families are required to communicate with the service promptly so that the appropriate support can be explored.

If a parent/guardian is experiencing financial hardship or is unable to make a payment they must contact the Intereach Finance Team immediately. The Finance Team will work with the family to identify suitable options, which may include a payment plan. Once a payment plan is agreed to, the parent/guardian must adhere to the terms. Failure to meet the agreement may result in cancellation of care, and the child's place cannot be guaranteed.

If an account becomes overdue, the Finance Team will contact the family by phone and follow up with written communication.

The process for non-payment is as follows:

- If a direct debit fails on the first attempt, it will be automatically reset in Harmony. If multiple failures occur, the Finance Team will contact the parent by phone or leave a message, followed by an email advising when the payment will be reset.
- If payments continue to decline for two weeks, the parent will be advised that if the next payment fails, a one-off manual payment must be made by the specified due date to bring the account to zero. Families will also be informed that continued payment failures may result in care ceasing until a successful direct debit is processed.
- If payment failures continue beyond two weeks, care may be suspended until a successful direct debit payment is made. Care positions will not be held during this time.
- A payment plan may be arranged where financial hardship is demonstrated, following consultation with the Finance Team or Program Manager.

3.12. Financial Hardship

Families experiencing financial hardship may be eligible for support to help with the cost of education and care. To discuss financial assistance or payment arrangement options for overdue accounts, please speak with the Nominated Supervisor. The Additional Child Care Subsidy (ACCS) provided by the Australian Government, may be available to eligible families

who require extra help childcare costs. Eligibility criteria applies.

<https://www.servicesaustralia.gov.au/additional-child-care-subsidy>

4. Monitoring, evaluation and review

This procedure will be reviewed annually and incorporate feedback and suggestions from children, families, educators, coordinators, volunteers, and students.

5. National Quality Framework

Element	Concept	Description
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
7.1	Governance	Governance supports the operation of a quality service that is child safe.
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

6. Compliance and Reference

6.1. Standards or other external requirements	National Quality Standards for Early Childhood Education and Care and School Aged Care Guidelines for Early Childhood Settings
6.2. Legislation or other requirements	Education and Care Services National Regulations consolidated 2017 Education and Care Services National Law Act 2010 Competition and Consumer Act 2010 Family Assistance Law including Acts, Schedules and Consolidated Disallowable Instruments
6.3. Internal documents	Intereach Privacy Policy Intereach Finance Management Policy Children's Services Governance and Leadership Policy OOSH Payment and Collection of Fee Schedule OOSH Family Handbook

7. Document Control

Version	Date approved	Approved by	Next review date

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1.0	09/07/2020	R. Phillips - Acting Senior Manager, Children and Family Services	09/07/2023
2.0	09/06/2023	M. Piffero – General Manager Operations	09/06/2024
3.0	30/04/2024	J. Farrow – Manager, Education and Care	30/04/2025
4.0	03/06/2025	M Tai – CO Chief Executive Officer	03/06/2028
4.1	22/9/2025	Minor update approved by: K. Hyde _ General Manager, Operations	22/09/2028
5.0	22/12/2025	Changes in process – approved by: K. Hyde – General Manager, Operations	22/12/2026