

Foreword

At Goodwood OSHC we aim to create positive relationships with children making them feel safe, secure, and supported within our OSHC Service. We will ensure children are treated with respect, consistency, fairness, and equitability as they are supported to develop the skills and knowledge required to behave in a socially and culturally acceptable manner.

Supporting children to develop socially acceptable behaviour is a primary goal for educators and families. We use a variety of techniques to encourage positive behaviour and mitigate inappropriate and disruptive behaviours. Below is our Behaviour Guidance Procedure, which we use as a basis for all behaviour guidance practices performed at the service. Please become familiar with the terms, as staff and children may reference these terms whenever discussing behaviour.

Glossary of Terms

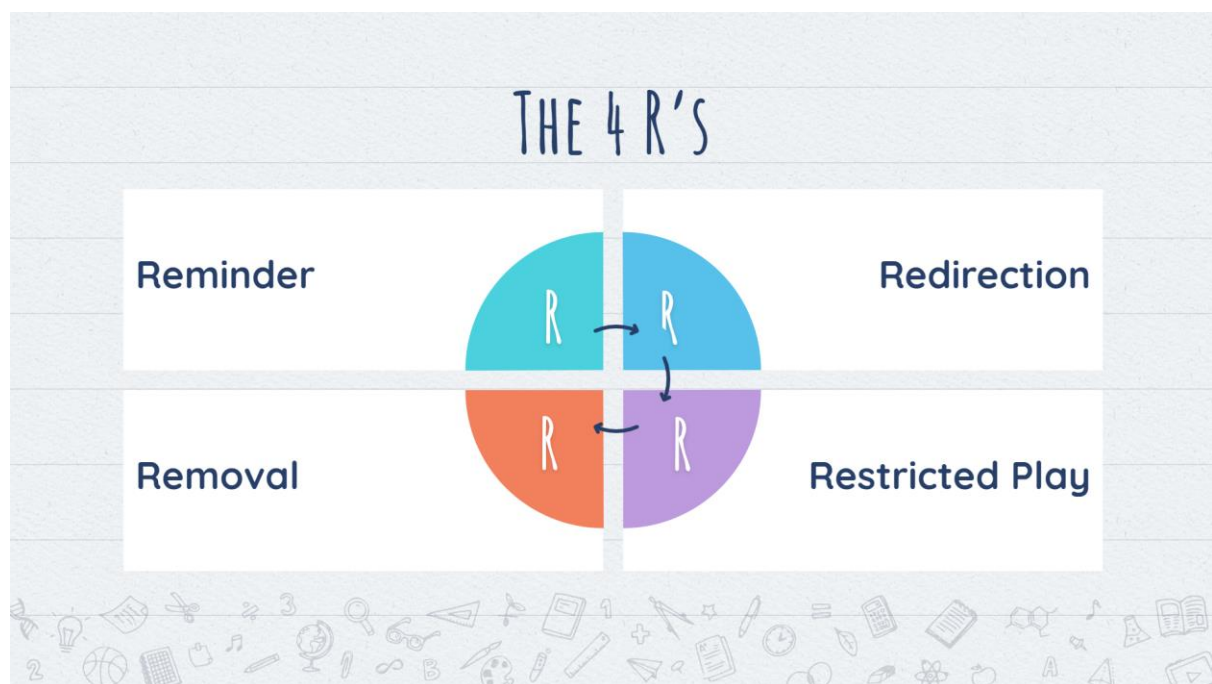
Restorative- Restorative practice is the method of encouraging children to heal the relationship damaged with their actions. Having a restorative chat means having the child think about the emotions of the people involved as well as themselves. Thinking things such as “What were they feeling as it happened?”

Inappropriate or Disruptive Behaviour – Behaviour that is not following the OSHC values, or causing a danger to themselves/others.

OSHC Values- A list of Values that children attending the service are expected to uphold. These are on display in the OSHC room for children to see.

The process

There are four stages to our Behaviour Guidance Procedure (BGP). They are in a loose order, meaning that educators can skip a stage if they feel it will help to deescalate a situation. These stages can also be rescinded if the child regulates their emotions and stops the behaviour.



Reminder



- A formal reminder of the **OSHC values**
- A **restorative** chat will be conducted



Children can be given multiple reminders, however if consistent reminders have to be given out, the child will be escalated to Redirection.

Redirection



- The child is Redirected to a different area
 - This will be a different room or even going outside
 - If on excursion they will be placed in a different group
 - A **restorative** chat will be conducted again
 - The aim is to have a change of environment and change of people around the child



Redirecting the child means that they have a refresh of the people and area around them. This helps children to regulate their emotions and reactions.

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Restricted Play



- The child is placed on Restricted Play, and can only play in select supervised areas
- An area each day will be chosen as the restricted play area
- The child can be placed on Restricted Play for multiple days if the behaviour warrants it
- On excursion the restricted play section will be decided on the day

Restricted play is used if the children continue their behaviour after being redirected. Restricted play gives the child more opportunities to make good decisions, and have more conversations with educators. Restricted play is lifted once the child shows signs of reducing their **inappropriate or disruptive behaviour**.

Removal

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- The child is removed from the service
- If the child is showing **disruptive behaviour** in restricted play they will then be removed
- This is not done lightheartedly
- If a child is a danger to the children and staff around them, they will be removed
- If a child is removed more than 2 times in a term or VAC Care period, they will be Suspended from the service until a behaviour meeting can happen with leadership and parents



Removal is not something Goodwood OSHC does lightly. Our main goal is to prioritise opportunities for children to learn to regulate their behaviour independently. However, if the child is becoming a danger to their peers, themselves or the staff they have to be removed.

Communication

Communication is the key to success when it comes to promoting positive behaviour in children. If the Behaviour Guidance Procedure has to be implemented with a child, parents will be informed. For minor incidents, families will be told when they come to collect their child, whereas more extreme incidents a phone call home will be made.

If a child's behaviour is consistently **inappropriate and disruptive**, a Behaviour Guidance Plan will be Implemented. This plan will be constructed with School Leadership, Family and OSHC Leadership to best help the child. Once the behaviour plan is in place it will be followed at OSHC, and consistently updated based on educator observations.

Behaviour Guidance Contract

If removed multiple times, a Behaviour Guidance Contract will be signed by a member of the family, the child, and OSHC Leadership. This contract covers what is expected of the child, and what all parties involved can do to help that child succeed.

Suspension of Service

If the **Disruptive and Inappropriate behaviour** continues after all procedure has been followed, a temporary suspension from the service will be issued. On return from this suspension the child will be on a probationary period. If this behaviour occurs again during this period, an additional suspension from service will occur. If this behaviour repeats itself, and multiple suspensions are given out, a longer suspension will be discussed. This longer suspension can be up to 1 Term if required, and will be based upon discussions with school leadership, DfE OSHC Unit and the Licensing Board.

DEALING WITH COMPLAINTS POLICY

(Families)

Feedback from families, educators, staff and the wider community is fundamental in creating an evolving Out of School Hours Service working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. This Policy details our OSHC Service's procedures for receiving and managing informal and formal complaints.

Parents can lodge a grievance or complaint with management in the understanding that it will be managed conscientiously and confidentially.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.2.1	Continuous Improvement	There is an effective self-assessment and quality improvement process in place.

LEGISLATIVE REQUIREMENTS/EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
Sec. 172	Offence to fail to display prescribed information
Sec.174	Offence to fail to notify certain information to Regulatory Authority
168(2)(o)	Education and care service must have policies and procedures... for dealing with complaints
173(2)(b)	Requires an approved provider to make the name and telephone number of the person to whom complaints may be addressed clearly visible at the service

176	Time to notify certain information to Regulatory Authority
183	Storage of records and other documents

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook

RELATED POLICIES

CCS Governance Policy Child Protection Policy Code of Conduct Policy Dealing with Complaints Policy (Staff) Dealing with Complaints Policy (General) Enrolment Policy Family Communication Policy	Interactions with Children, Family and Staff Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Respect for Children Policy Responsible Person Policy Student and Volunteer Workers Policy
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PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place for dealing with complaints (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

We aim to investigate all complaints and grievances with a high standard of equity and fairness. We will ensure that all persons making a complaint are guided by the following policy values:

- procedural fairness and natural justice
- code of ethics and conduct
- culture free from discrimination and harassment
- transparent policies and procedures
- opportunities for further investigation
- adhering to our Service philosophy

Our OSHC Service believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly

- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence.

SCOPE

This policy applies to children, families, educators, management, and visitors of the OSHC Service.

IMPLEMENTATION

Grievances and complaints can transpire in any workplace. Handling them appropriately is imperative for sustaining a safe, healthy, harmonious and productive work environment. *Our Dealing with Complaints Policy* ensures that all persons are presented with procedures that:

- value the opportunity to be heard
- promote conflict resolution
- encourage the development of harmonious partnerships
- ensure that conflicts and grievances are mediated fairly
- are transparent and equitable.

DEFINITIONS

Complaint: Expression of dissatisfaction made to or about an organisation related to its products, services, educators or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. [AS/NZS 10002:2014 Complaint Management Standard]

Complaints and Grievances Management Register: Records information about complaints and grievances received at the OSHC Service, along with the outcomes. This register includes documents that must be securely stored, accessible only to educators and Regulatory Authority. They can provide valuable information to the Governing Council and the Principal of the Service to ensure children and family's needs are being met.

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. A *workplace grievance* is a complaint raised towards an employer by an employee due to a violation of legalities (workplace policies, employment contract, national standards).

Mediator: A person who attempts to assist and support people involved in a conflict come to an agreement.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

Notifiable complaint: A complaint that alleges a breach of the *Education and Care Services National Law and Regulations*, National Quality Standard or alleges that the health, safety or wellbeing of a child at the Service may have been compromised. Any complaint of this nature must be reported by the Approved Provider or Nominated Supervisor to the Department of Early Childhood Education and Care within 24 hours of the complaint being made – (Section 174[2] [b], Regulation 176[2][b]).

If the Director, Principal or the Governing Council is unsure whether the matter is a notifiable complaint, it is good practice to contact the Regulatory Authority for confirmation. Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the *Grievances Subcommittee* (or Nominated Supervisor)
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au and logged using NQA ITS (National Quality Agenda IT System).

Serious Incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the Service in contravention of the Regulations or is mistakenly locked in/out of the Service premises (Regulation 12).

A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* as soon as possible and within 24 hours of the incident. The Regulatory Authority must be notified within 24 hours of a serious incident occurring at the Service (Regulation 176(2)(a)). These records are required to be retained for the periods specified in Regulation 183. The Principal/Director will notify the regulatory authority of any incident where there is a reasonable belief that physical and/or sexual abuse of a child

has occurred or is occurring at the service, or any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

PRIVACY AND CONFIDENTIALITY

Management and educators will adhere to our *Privacy and Confidentiality Policy* when dealing with grievances. However, if a grievance involves an educator or child protection issues, a relevant government agency will need to be informed. (see Reportable Conduct Scheme in our Child Protection Policy).

CONFLICT OF INTEREST

It is important for the complainant to feel confident in:

- being heard fairly
- an unbiased decision-making process

Should a conflict of interest arise during a grievance or complaint that involves the Director, Governing Council or the Principal, other Management will be nominated as an alternative mediator.

Our OSHC Service may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Services Code of Conduct is adhered to.

Management/Principal will:

- ensure the name and telephone number of the person to whom complaints can be made is clearly visible at the service
- ensure information about our *Dealing with Complaints Policy* is easily accessible to all families
- treat all grievances and complaints seriously and as a priority
- ensure grievances and complaints remain confidential
- ensure grievances and complaints reflect procedural fairness and natural justice
- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- investigate and document the grievance or complaint fairly and impartially.

The investigation will consist of:

- reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent.
- discussing the nature of the complaint (or breach) and giving the accused educator, volunteer or visitor an opportunity to respond.

- permitting the accused person to have a support person present during the consultation (for example: Union Representative or family member; however, this does not include a lawyer acting in a professional capacity).
 - providing the employee with a clear written statement outlining the outcome of the investigation.
- advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint.
 - management will provide a written response outlining the outcome and provide a copy to all parties involved
 - if a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflect the resolution.
- should management decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant
- keep appropriate records of the investigation and outcome and store these records in accordance with our *Privacy and Confidentiality Policy* and *Record Keeping and Retention Policy*
- monitor ongoing behaviour and provide support as required
- ensure the parties are protected from victimisation and bullying
- request feedback on the grievance process using a feedback form
- track complaints to identify recurring issues within the Service
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Notification must include any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the service or any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

Educators will:

- listen to the family's view of what has happened
- clarify and confirm the grievance or complaint, documenting all the facts prior to the investigation
- encourage and support the family to seek a balanced understanding of the issue
- discuss possible resolutions available to the family. These would include external support options.
- encourage and assist the family to determine a preferred way of solving the issue
- record the meeting, confirming the details with the family at the end of the meeting
- maintain confidentiality at all times
- refer families (as necessary) to Service policies that may assist in resolving the grievance.

If the grievance cannot be resolved, it is to be referred to the Principal who will investigate further:

- if appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place
- involve the Governing Council in the conflict resolution as required
- should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts
- third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance or complaint be lodged against another person(s), these persons will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- both parties will be told of the decision and the reason for it.
- immediate and appropriate steps will be taken to prevent the grievance from recurring.
- if after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason.
- the family will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Regulatory Authority.
- if the grievance or complaint is of a serious nature, or there is a reasonable belief the complaint is any allegation of sexual or physical abuse the Director/Principal is responsible to inform the Regulatory Authority. [Education Standards Board]

Families will:

- be informed of our duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to the management of complaints. The complaints procedure for families ensures a fair opportunity for all stakeholders to be heard and promotes effective conflict resolution within our Service
- attempt to discuss their grievances/complaints with the relevant educator associated with a particular child and/or family as the first step to resolving the issue
- communicate any concerns they may have in writing addressed to the Director or the Principal [see: Complaints/Grievance Form]
- raise any unresolved concerns with the Director or the Principal
- maintain confidentiality at all times.

Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Director in the first instance. The Director will follow the steps as outlined in this policy, including advising the Principal and Governing Council 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

Evaluation

To ensure complaints and grievances are handled appropriately, the Director/Principal will:

- evaluate each individual complaint and grievance as recorded in the *Complaints and Grievance Management Register* to assess that a satisfactory resolution that has been achieved
- review complaints and grievances as recorded in the *Complaints and Grievance Management Register* to ensure a pattern of similar grievances is not occurring
- review the effectiveness of the Service policy and procedures to ensure all complaints and grievances have been handled fairly and professionally
- consider feedback from educators and families regarding the policy and procedure.

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

ACECQA-Using Complaints to support continuous improvement. (2018).

<https://www.acecqa.gov.au/sites/default/files/2018->

Australian Government Department of Education, Skills and Employment. *Child Care Provider Handbook* (2018)

<https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook>

Australian Human Rights Commission: <https://www.humanrights.gov.au>

Commonwealth Ombudsman. (2009). Better practice guide to complaint handling:

<https://www.ombudsman.gov.au/publications/better-practice-guides>

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011).

Fair Work Australia: <https://www.fairwork.gov.au/>

National Quality Standard. (2017).

<https://earlychildhood.qld.gov.au/legislationAndGuidelines/Documents/effective-complaints-management-guide.pdf>

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED BY	NAME Karen Brimble	POSITION Assistant Director	DATE August 2023
POLICY REVIEWED	AUGUST 2021	NEXT REVIEW DATE	AUGUST 2024
MODIFICATIONS	<ul style="list-style-type: none"> • Policy name changed to meet ACECQA guidelines- <i>Dealing with Complaints Policy (Families)</i> • additional related legislation added • definition of 'complaint' amended to align with ACECQA's definition guidelines • notification requirement for physical or sexual abuse added • sources checked for currency and updated where required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
OCTOBER 2020	<ul style="list-style-type: none"> • minor editing • additional related policies • reference to Reportable Conduct Scheme added • link to Regulatory Authority added • additional information regarding CCS tip-off line included 		AUGUST 2021
AUGUST 2019	New policy created for Out of School Hours Care		AUGUST 2020

PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

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.

NATIONAL QUALITY STANDARD (NQS)

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 services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999	Family Law Act 1975 Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook
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RELATED POLICIES

Arrival and Departure Policy Dealing with Complaints Policy (Families) Enrolment Policy	Governance Policy Privacy and Confidentiality Policy
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PURPOSE

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 children, families, educators, management and visitors of the OSHC Service.

IMPLEMENTATION

Our OSHC Service 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 the OSHC Service includes:

General Fees

- Fees are charged for each session for before and after school care and per day for vacation care and Pupil Free Day programs
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) rebate each family receives
- 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- the 'gap' amount
- A dated receipt can be provided for each payment
- Fees are to be paid weekly.
- 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 OSHC Service's license.

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:

- 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
- Families 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).
- 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.

Payment of fees

Fees can be paid by:

- Bank Transfer - from your bank account or credit card to the service's bank account. This is our preferred option

Name: Goodwood Primary Governing Council

BSB: 633000

Account: 150118354

Reference: Your child's name

- Cheque – made out to Goodwood Primary School Governing Council OSHC
- EFTPOS

Absences from OSHC Service

- 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 unless one week's (7 Days) notice is provided to the Director. This is due to the need to roster educators. Where a child is absent for medical reasons, a medical certificate must be provided to avoid charges.

[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.
- 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, including holidays 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.

- No fee is charged while the service is closed during the Christmas/New Year period.

Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Director.
- 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:
 - **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
 - **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
 - **Additional Child Care Subsidy (temporary financial hardship)**—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
 - **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

Debt Recovery Procedure

The service will manage debt in the following way:

- Invoices will be emailed weekly and account holders will have seven (7) days to pay their account.
- After fourteen (14) days of non-payment from the account holder, a friendly reminder letter will be emailed to the account holder.
- After twenty-one (21) days of non-payment from the account holder, an urgent action required letter will be emailed to the account holder.
- After twenty-eight (28) days of non-payment from the account holder, with previous payment arrangements not being met or a debt exceeding \$3,000 (whichever occurs first), a letter of suspension of enrolment will be emailed to the account holder. If no payment has been made by the specified date the child's placement at the service will be suspended and debt collection procedures will be put into place.
- The Director will report to Governing Council all instances of outstanding fees where attempts to recover monies has been unsuccessful for direction as to debt collection options.

- All fees incurred by the service for debt collection will be included in the overall debt to be recovered.

Late Fees

- 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.
- 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 **\$15.00** per **15** 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.

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.

Termination of Enrolment

- Parents are to provide **two weeks** written notice of their intention to withdraw a child from the centre.
- If termination from the OSHC Service is required without notification, 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

Responsibility of Management

The Director is responsible for:

- ensuring all families are aware of our *Payment of 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

- 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]

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.

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 or full, of child care 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.

Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Director in the first instance. The Director will follow the steps as outlined in this policy, including advising the Governing Council 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

Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

Resources for Management- (Available on Childcare Centre Desktop- letters QA7)

Overdue Fee Payment Procedure- including non-payment of fees letters to parents

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Authority. (2021). Policy and procedure guidelines. *Payment of Service Fees and Provision of a Statement of Fees Charged by the Service*.

Australian Government Department of Education, Skills and Employment. Child Care Provider Handbook

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REVIEW

POLICY REVIEWED BY	NAME Karen Brimble	POSITION Assistant Director	DATE November 2022
POLICY REVIEWED	AUGUST 2021	NEXT REVIEW DATE	MAY 2022
MODIFICATIONS	<ul style="list-style-type: none"> • Update of Related Legislation • Policy revised to align with recommendations with ACECQA's policy guide (August 2021) • Updated Related Policies • Check of links used within policy 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
MAY 2021	<ul style="list-style-type: none"> • Policy reviewed following updates in October 2020 as part of yearly review cycle • Policy content and sources current • Resource-<i>Overdue Fees Procedure</i> information added 		MAY 2022
OCTOBER 2020	<ul style="list-style-type: none"> • Minor adjustments recorded • Additional information added- ACCS, absences, responsibility of families, CCS tip-off line and complaints 		MAY 2021
MARCH 2020	Policy statement added Implementation information added CCS section included Absences section added		MAY 2021

	Responsibility for Management expanded Resources and information section added	
MAY 2019	Sources checked for currency. URLs added. Sources/references alphabetised. Minor formatting for consistency throughout policy. 'Related policies' alphabetised.	MAY 2020
MAY 2018	New policy created to comply with changes to the Child Care Subsidy	MAY 2019