

Policy Number	Version	Approval Date	Category	Owner
POL-DOC-OC0-001	3.0	05/04/2022	Delivery of Core Operations and Capability	GM of OSHC
Policy Statement				
<b>Purpose</b>	As the Approved Provider, Queensland Police-Citizens Youth Welfare Association (PCYC Queensland), is committed to providing a quality and affordable program for families. The purpose of this policy is to ensure financial controls for recovering fees and compliance with all relevant legislation for effective account management.			
<b>Scope</b>	This policy applies to all PCYC Queensland Outside School Hours Care services and all those employed by or involved in PCYC Queensland, including: Employees, volunteers, trainee students/students on practicum placement / parents and carers and individual			

## 1.0 Definitions

**Additional Child Care Subsidy (ACCS)** - A payment that provides targeted additional fee assistance to families and children facing barriers in accessing affordable childcare.

**Casual care** – Bookings that are booked on a week-to-week or day-to-day basis.

**Child Care Subsidy (CCS)** - A payment from the Australian Government that helps families with the cost of childcare. The subsidy is paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their childcare fees and pay to the provider the difference between the fee charged and the subsidy amount.

**Complying Written Arrangement (CWA)** - An agreement between a childcare provider and an individual, to provide childcare in return for fees. Includes names and contact details of provider, start date of agreement, name, and details of birthdate of the child and the type of care and fees.

**Day to Day Charge** – An employee authorised for the data submission to the Child Care Subsidy System.

**Fit and Proper Person** – A person who is considered suitable to be involved in the administration of Child Care Subsidies on behalf of the Australian Government. This is deemed through checks including their history of compliance with the law and responsible financial management.

**Individual** – as referred to in the Family Assist Law, an individual is a natural person, not a body politic or body corporate who receives the Child Care Subsidy.

**Provider Digital Access (PRODA)** - System to authenticate an individual's digital identity, so that they may interact with various government digital and online systems without requiring identity verification for every interaction.

**Routine care** – Permanent bookings that are ongoing with set days every week that will carry on throughout the year.

**Session report** – A session report is generated when accurately recorded attendances are submitted through CCS Software.

**Specified Personnel** – involved in the structure of a provider or service who are permitted to undertake actions through the Child Care Subsidy System.

## 2.0 Principles

PCYC Queensland:

- in consultation with the school principal (for school sites) and management, will set fees required for the provision of Outside School Hours Care and approved as per the Delegation of Authority (BPO-GOV-SW0-004). Under the Family Assistance Law all individuals who receive CCS must make a co-contribution to their childcare fees by paying the gap fee. The gap fee is the remaining total of the fees, after the CCS amount has been applied.
- Outside School Hours Care operations will be in accordance with all relevant legislation and regulations
- may adjust fees at our discretion. Notification of any changes to fees will be provided in writing to families with a minimum of 14 days' notice.
- will offer two methods of payments for Outside School Hours Care services
- OSHC sessions will be charged as a 'session of care'. Hourly fees are not available and will not apply.
- has determined the actual fee charged must be reported for the session of care. Additional or discounted rate for a session of care is the fee the provider must report.
- Additional rate from a session of care that includes outings (excursions are accepted as part of a session of care, as long as the entire session of care is not aboard a transportation vehicle.
- Will utilise a third-party software to report to the Australian Government's Child Care Subsidy System.
- ensures processes are in place to meet all requirements for Key Personnel roles and an Approved Provider.

## 3.0 Roles and Responsibilities

It is the responsibility of:

### Approved Provider

- Adhere to legislative and statutory requirements.
- Ensure policies and procedures are in place in relation to fee management for the Outside School Hours Care services.
- Monitor compliance within the operational environment through management reporting.
- Delegate operational oversight and reporting responsibilities to the CEO as appropriate but retain ultimate responsibility as the Approved Provider.
- Complete required background checks for *Specified Personnel* within the required timeframe
- Notify the CEO if any circumstances or a change of status from the *Specified Personnel* background checks.

### Chief Executive Officer

- Ensure familiarity with legislative and statutory requirements.
- Support the implementation of PCYC Queensland policies and procedures in relation to Outside School Hours Care services.
- Delegate daily operational management and compliance responsibilities to the General Manager of OSHC as appropriate but retain operational oversight responsibility.
- Appoint external debt collection agency to undertake debt recovery.
- Approve software system for the management of fee collections and CCS compliance

## General Manager of OSHC / Persons with Management or Control

- Ensure clear understanding of Family Assistance Law, legislative and statutory requirements.
- Implement PCYC Queensland policies and procedures in relation to fee management in Outside School Hours Care Services.
- Monitor adequacy of internal controls to ensure they are operating effectively and are appropriate for achieving legislative requirements and the goals and objectives of the organisation.
- Develop, implement, and regularly report against the legislative requirements to the CEO and Approved Provider.
- Ensure commercial viability of OSHC Services in relation to services financial performance and are affordable and accessible to families within the community.
- Review reporting and collection of fees and debt management to ensure it is in line with policy
- Responsible for ensuring currency of *Specified Personnel* for Approved Providers
- Action application and notification of the Approved Provider / Person with Management or Control required in the Provider Entry Point

## OSHC Finance Manager

- Oversight and reporting of financial monitoring including outstanding accounts and debtors.
- Responsible for ensuring currency of *Specified Personnel* CCS personnel to fulfill CCS compliance on behalf of PCYC Queensland
- Maintain relationships with external software providers to ensure all aspects of fee management administration.
- Undertake key compliance and administrative duties for fee management.
- Progress and investigate complaints in relation to fee management and report to Human Resources department for complaint register.
- Systematically review and monitor our compliance with CCS regulations, reporting to GM of OSHC required

## Regional Manager

- Enforce all legislative requirements
- Ensure PCYC Queensland policies and procedures are applied consistently across all services of PCYC Queensland
- Systematically identify and manage income and fee management while providing a commercially viable service
- Ensure fees are collected in line with policy and debt is managed across the regions Outside School Hours Care services.
- Make decisions in relation to the continuation or suspension of enrolment from the service due to non-payment of an account in a timely manner.
- Responsible for ensuring currency of *Specified Personnel*
- Oversee financial monitoring including performance reporting, developing, and reviewing fee levels in accordance with budget requirements and community expectations.

## Service Manager

- Ensure that employees, volunteers, trainee students/students on practicum placement understand their responsibilities in respect to this policy

- Audit and monitor practices at the service against legislative requirements
- Oversee the management of income and fees are collected in line with this policy and practices are CCS compliant.
- Annually review the fee schedule for each service in line with community expectations and budget requirements
- Authorisation of suspension where required and determine appropriate course of action
- Apply ACCS for children that meet the requirement and retention of evidence
- Lodge overdue accounts with OSHC finance manager for referral to debt collection agency
- Responsible for ensuring currency of *Specified Personnel*

## Nominated Supervisor

- Ensure compliance with legislative requirements and all PCYC Queensland supporting policies and procedures
- Complete induction with all new families to the service, ensuring discussion of applicable fees and payment expectations
- Adhere to this policy in the management of bookings and fee collection and CCS compliance for individual's account
- Ensure records are kept secure and retained for the prescribed time.
- Responsible for ensuring currency of *Specified Personnel*

## Responsible Person

- Ensure service operations are in accordance with the relevant legislation, and PCYC Queensland policies and procedures
- Complete day to day management of the service, ensuring key management and operational issues are addressed and undertake daily task as required.
- Available and accessible at the service as the first point of contact and to meet with the individual to discuss fees, their account and to answer any questions.
- Provide leadership within the service and inform Educators of the daily operational requirements through Daily Muster Meetings.
- Notify the Nominated Supervisor of any account concerns or questions that are unable to be resolved.

## Educator

- Participate in enrolment and orientation meeting when required and report any account concerns or queries to the Nominated Supervisor or Responsible Person.
- Maintain a working knowledge of OSHC fee management process, documentation, fees and charges, cancellations and booking process and where information can be sourced for families.

## Child's parents/caregivers (Individual)

- Approve child's enrolment in myGov prior to the child's first day of attendance (to ensure the CCS is applied to the account).
- Correspond with the designated person responsible for account management at the service to notify of any alterations that are required in relation to bookings, cancellations, and fee payments prior to direct debit deductions.

- Ensure adequate funds are present in the account nominated in the direct debit request to ensure that at the time of processing the payment is not dishonoured.
- Acknowledge and accept the terms and conditions of the direct debit agreement inclusive of any additional third-party fees and charges.
- Adhere to the requirements of the direct debit request service agreement, including but not limited to, the payment of transaction and dishonour fees or any other error related to the account where the error lies with the individual.
- Adhere to the cancellation and booking of session timeframes.
- Pay all fees of the days their child is successfully enrolled (excluding when a cancellation has been made in accordance with PCYC Queensland cancellation requirements), regardless of whether their child is enrolled but does not attend.
- Ensure the account for their child is paid by close of business Friday in the current week of attendance.
- Actively participate in discussions relating to the development and implementation of payment plans if required.
- Complete additional payments, when applicable, for relevant fees and charges.
- Pay, when the account is referred for external debt collection:
  - the PCYC Queensland costs and disbursements incurred in pursuing any recovery action, or any claim or remedy including liquidated damages and legal costs on an indemnity basis.
  - all costs incurred by the supplier relating to any default on the payment of the account.
- Update Centrelink with any changes that might affect their CCS entitlement.

## 4.0 Individual / Account Holder

The enrolment of children with PCYC Queensland is a formal agreement between PCYC Queensland and an individual to provide care in return for fees which also includes the determination of who will incur fee liability.

This agreement, known as a Complying Written Arrangement (CWA), is required for each child in care, as set out in the Australian Government's *Family Assistance Administration Act*.

## 5.0 Childcare Subsidy (CCS)

Government fee reduction may be available to individuals (subject to eligibility from Centrelink) to reduce out-of-pocket expenses including CCS and Additional Child Care Subsidy (ACCS). An individual's level of CCS is based on combined family income, activity level and service type.

Some basic requirements must be satisfied to be eligible to receive CCS for a child including – the age of the child (must be 13 or under and not attending secondary school), the child meeting immunisation requirements, the individual, or their partner, meeting the residency requirements listed in the legislation.

Childcare subsidy eligibility has determining factors including the children that are being claimed, subsidy type, subsidy percentage, annual cap, subsidised hours per fortnight and 5% withholdings.

The individual is responsible for understanding Child Care Subsidy and ensuring their obligations are correct. PCYC Queensland can only apply subsidies received on behalf of the account in accordance with the CCS regulations.

In order to apply any subsidy entitlement PCYC Queensland must complete and submit an enrolment notice containing:

1. Correct CRN and date of birth for the eligible individual, listed as Parent/Guardian One on the Enrolment Form
2. Correct CRN and date of birth for the eligible child. It is the responsibility of the individual to provide this correct information on the Enrolment Form.

The individual will be notified of the enrolment notice (accessed via Centrelink, Express mobile application or via myGov) where they can confirm, dispute, or reject the enrolment.

Only when the enrolment is confirmed by the individual can any subsidy entitlement to be applied to sessions of care reported under that enrolment notice.

It is the responsibility of the individual to inform the service in writing immediately if the Parent/Guardian One for the purpose of CCS changes. In this instance, a new enrolment notice will be created and will continue from when the service is notified, this may also include the creation of a new enrolment and new billing account.

The individual is liable for the full fee when there is no subsidy entitlement, which could include the following:

- Failure to meet Centrelink requirements.
- Absences above the 42 allowable absences in a year.
- A subsidy to which they were entitled is later withdrawn, even if this takes place after the enrolment has ended e.g. First or last day absences.
- Failure to provide PCYC Queensland with the necessary information.
- The enrolment notice has not been confirmed by the individual.
- Individual has not been granted eligibility for CCS.

## Types of Arrangements

Complying Written Arrangement	Liable for child care fees, Child Care Subsidy; where eligible
Relevant Arrangement	Liable for child care fees, no Child Care Subsidy or Additional Child Care Subsidy payable
Additional Child Care Subsidy	Individuals and exceptional circumstances - ACCS (child wellbeing), ACCS (grandparent), ACCS (temporary financial hardship), ACCS (transition to work) enrolled under a Complying Written Arrangement.
Provider eligible arrangement	A child is 'at risk' for the purpose of ACCS (child wellbeing) but there is no eligible individual identified for the child enrolment.
Arrangement with an Organisation (third party) *	Liable for childcare fees, no Child Care Subsidy or Additional Child Care Subsidy payable for the part of the fees for which the organisation is liable. *Only individuals can be eligible for these subsidies.

## 6.0 Additional Child Care Subsidy (ACCS)

This provides a high level of subsidy to support families who require practical help to support their children's safety and wellbeing, grandparents on income support who are primary carers, families experience temporary financial hardship, parents transitioning from income support to work.

An individual must first be eligible for CCS to have ACCS applied. An ACCS Certificate can be applied for covering up to six weeks where an individual meets the criteria. If there is a 'continued risk', an application for Determination with the Department of Human Services can be lodged to request the subsidy for an additional 13 weeks, unless eligible for extending the determination period up to 52 weeks.

It is the responsibility of the individual to provide notices and/or evidence that are no less than six months old to apply for ACCS. Documentation and evidence for the application are retained by PCYC Queensland.

In the rare case there is no eligible individual to receive ACCS (child wellbeing) and the child is at risk of serious neglect or abuse, the child may be eligible to be enrolled under a Provider Eligible ACCS enrolment type with the approval of a Regional Manager. This subsidy can cover a maximum of 13 weeks, during this time it is expected to gain the eligibility for CCS before the 13-week period ends.

ACCS is applied to the individual account by a Service Manager, as a representative of the Approved Provider must review documentation and be satisfied they meet the legislated definition for the purpose of ACCS. A claim for ACCS can only be backdated to a maximum of 28 days.

## 7.0 Payment of Account

The individual listed as Parent / Guardian One will receive a statement each week which includes the current week of bookings for payment to be made by close of business Wednesday. Any casual bookings made above this initial payment will need to be covered by an additional payment in the same week. Account holders with outstanding amounts will be contacted by either phone or email to arrange payment. At the completion of the week, if the account is not paid in full, care is unable to continue.

At the conclusion of each term, Vacation Care bookings will only be accepted where the account has been paid in full.

### 7.1 Payment Arrangement

Monday	Wednesday	Friday
Statements will be provided to Parent/Guardian One including bookings in the system at the time the statement is generated	Payments are deducted through Direct Debit and Direct Deposit payments are required to be made for current bookings	Accounts are required to be paid in full with payments made for any additional bookings or charges

Where the individual is unable to make a required payment the development and implementation of an authorised Payment Plan (FRM-DOC-OC7-007), must be approved by a Regional Manager with the outstanding amount to be recovered within a 4-week period.

Where outstanding fees have not been collected, PCYC Queensland will refer debt to an external debt collection agency to undertake debt recovery. Recovery fees for the debt collector will be passed onto the individual. If the account has been lodged with an external debt collection agency written approval will be required by a Regional Manager for the children to return to a PCYC Queensland OSHC service.

### 7.2 Payment Methods

Direct debit is the preferred method of payment for fees, fees will be automatically deducted from a nominated bank account or credit card for payment scheduled on a **Wednesday**. The method and details are nominated through the Enrolment Form and any subsequent changes to this can be made through the parent application. The individual enters into an agreement with the Direct Debit company agreeing to their terms and conditions. Individuals who wish to stop or alter payments must request this in writing.

Direct deposit is available in the Parent Portal, by clicking on 'Make a payment' in the payment's menu. Direct Deposits are required to be made by Close of Business **Wednesday** of each week by the individual.

Other payment options may be negotiated on an individual basis with approval from the Regional Manager.

## 7.3 Refunds

Account credit can be refunded. PCYC Queensland does not hold current bank account details and will require a nominated bank account into which refunds will be paid. Where a refund is requested the Service Manager will complete a **refund request** form is required to be completed and approved in line with the **Delegation of Authority (BPO-GOV-SW0-004)**.

## 7.4 Fees and Charges

Type	Description	Amount	Frequency
Session	Booked attendance fee	Service specific fees	Per session per child
Absence	Booked attendance that has been cancelled within the notice period	Session fee	Per session per child
Late	Child is collected after closing time	\$15.00	Per family per 15 minutes or part thereof commencing from the service closing time
Non-communication	As a result of a failure to cancel a booking and a parent/carer or emergency contact is required to identify location of a child	\$5.00	Per family per day a booking is not cancelled

*All fees and charges are added to their account and will appear on the individual's statement.*

## 7.5 Cancellation

Cancellation of bookings	Notice period
Before School Care	2 working days
After School Care	2 working days
Vacation Care	5 working days

All cancellations of bookings must be submitted through the Parent Portal App. Where a session is made absent for a child due to the child, parent, sibling, or another individual with whom the child lives with being ill, a medical certificate must be provided within fourteen days of the booked session, for the fee to be removed.

## 7.6 Absences

Where a session is cancelled outside of the notice period, the session will be recorded as an absence. The individual is entitled to 42 absences of paid CCS per child per financial year and may be entitled to additional absence days in certain circumstances where supporting documentation is provided. In some circumstances the Australian Government might provide more allowable absences



for special purpose, in some instances this might only be available if the service is located in a specific area. If you have both annual allowable absences and special purpose absences, the special purpose absences will be used first.

Absence before a child's first day of physical attendance and after their last physical attendance is not eligible for any subsidy. Individuals will be charged full fee until the end of the notice period.

An enrolment notice will cease after 14 continuous weeks of non-attendance. At this time, if a child's last session(s) was an absence the government will withdraw all subsidy payments from these sessions, and automatically charging a full session fee for the absent sessions. This could potentially result in an individual's account left with an outstanding balance payable to the service.

## 7.7 Booking

All bookings are required to be submitted through the Parent Portal App. Bookings can be either permanent (routine) and/or casual, however casual bookings or children who arrive without a booking are subject to availability and ratio.

## 8.0 Compliance

### 8.1 Submission of Enrolment Notices

An enrolment notice is submitted for each child at the service, irrespective of what type of arrangement is in place. The initial enrolment notice must be submitted within seven (7) days in which the service enters into an agreement with the individual.

### 8.2 Session Reports

A session report is submitted for each week a session of care has been provided (including absences) through the CCS software system. Session reports must be submitted within 14 days after the end of the week when care was provided. Session reports can be varying or withdrawn up to 28 days after the start of the week to which the report relates to. If a withdraw or change is reported after the 28 day limit it requires a reason for the change for assessment by the Department of Education and Training.

### 8.3 Statements of Entitlements

The Parent/Guardian One will be provided a statement on a weekly basis, this statement includes details of sessions of care provided and any applicable fee reduction. The statement will be prepared through the third-party CCS software provider and is reflective of bookings and payments that are in the system at the time it is issued.

### 8.4 Recording Keeping and Notifications

PCYC Queensland will maintain records and notify the Department of Education and Training of qualifying events in accordance with the relevant compliance requirements. Complaints lodged with PCYC Queensland relating to compliance with Family Assistance Law will be actioned in accordance with the **Complaints & Feedback Policy (POL-POC-SW0-002)**. Records for each child's attendances, absences, invoice, receipts, and statements are available through PCYC Queensland third-party CCS software. Reasonable steps to protect your personal information required for Family Assistance Law in line with the Privacy Act 1988 (Cth), **Privacy Policy (BPO-IMS-SW0-002)** and will be retained for seven years.

## 8.5 Required Background Checks for Specified Personnel

Each person who is, or will be responsible for the day-to-day operations of the services and service contacts must complete and produce the following evidence of fit and proper checks:

- Criminal History Record
- Positive Notice (Blue Card)
- PRODA

Specified Personnel must remain CCS approved, where there is a change in status of information provided for background checks it may require to be notified Department of Education and Training if it meets the criteria within timeframe for notification.

Application and evidence supplied for specified personnel are stored centrally on the server.

## 9.0 Review

PCYC Queensland will complete a review of the policy annually to ensure the effectiveness of policies and procedures in place and any content changes needed for operational or legislative requirements.

Supporting Information			
Legislative Compliance and External Related Documents	<a href="#">Education and Care Services National Law Act 2010</a> <a href="#">Education and Care Services National Regulations 2011</a> <a href="#">A New Tax System (Family Assistance) (Administration) Act 1999 (the Family Assistance Administration Act)</a> <a href="#">Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017</a> <a href="#">Child Care Subsidy Minister's Rules and Secretary's Rules 2017</a> <a href="#">Privacy Act 1988</a> <a href="#">Child Care Provider Handbook</a> <a href="#">National Quality Standards</a> <a href="#">Australian Government Department of Education, Skills and Employment</a> <a href="https://www.education.gov.au/child-care-subsidy-0">https://www.education.gov.au/child-care-subsidy-0</a> <a href="http://www.mychild.gov.au/childcare-information/benefit">http://www.mychild.gov.au/childcare-information/benefit</a>		
	Parent PCYC Document (Policy)	<a href="#">Delivery of Core Operations and Capability</a> (BPO-DOC-SW0-001)	
Related PCYC Documents	<a href="#">Governance and Leadership Policy</a> (POL-DOC-OC7-001) <a href="#">Privacy Policy</a> BPO-IMS-SW0-002 – accessible on PCYC website <a href="#">Complaints and Feedback Policy</a> POL-POC-SW0-002 – accessible on PCYC website <a href="#">Delegation of Authority</a> BPO-GOV-SW0-004		
Document Control			
Owner	GM OSHC	Next review due:	31/03/2023
Approved by	CEO	Approval Date:	05/04/2022
Endorsed by	ELT	Endorsement Date:	05/04/2022

Revision History			
Version	Amended by	Date	Revision Description
2.0	Senior Quality and Compliance Advisor	May 2017	Bring into line with company policy template Changes to payment options and payment schedule Introduction of a bond for new enrolling families
3.0	Business Support Coordinator	March 2022	Formerly Doc Number: POL-DOC-OC7-003 Changed number and content to bring into line with company policy framework Removal of reference to SAC and replacement with OSHC Removal of reference to Branch Managers and Quality and Compliance Advisor and replace with Service Manager Include OSHC Finance Manager Include additional roles and responsibilities Include CCS Compliance Changes to fee management process and define of fee amounts