

Gulfview Heights Primary School

Out of School Hours Care



Fees Policy

The Gulfview Heights Primary School OSHC service sets fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The annual budget is ratified by the Governing Council annually, or as necessary and monitored carefully throughout the year.

The service use the Spike software which is a package specifically designed to process bookings, attendances and produce a statement to show family fees. This package is approved for the Australian Government by the Department of education, Employment and Workplace Relations.

The service will support families by providing relevant information as it becomes available but families must be responsible for liaising with the Family Assistance Office as needed. Families are reminded that the service is unable to communicate with the FAO with regard to details of their CCB or CCR. This is a confidentiality matter for all parties.

National Quality Standards

Quality Area 7: Leadership and service management	
7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service

Education and Care Services National Regulations

168	Education and care service must have policies and procedures
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Fee Outline

Before School Care – Monday to Friday – 6.30am – 8.35am - \$10

After School Care – Monday to Friday – 3.10pm - 6.30pm - \$18

Vacation Care – Monday to Friday – 6.30am – 6.30pm - \$50 for home days, \$55 for incursion days and \$65 for excursions days

Pupil Free Day – 6.30am – 6.30pm - \$50

Public Holidays we are closed

- Fees are charged on a daily basis and vary depending on the families Child Care Rebate (CCR) and Child Care Benefit (CCB) entitlements
- Fees are charged per session
- All bookings are processed on Friday (or the last day of the working week where a public holiday occurs)
- Accounts will be issued on a Monday or the next working day if there is a public holiday
- Payment of fees is required within 7 days of the account being issued
- Payment is by EFTPOS, direct debit or can be paid at OSHC
- If parents have any concerns regarding their account they should speak to the director
- Details of all individual accounts are kept confidential
- Individual families may request a copy of their financial records at anytime
- A receipt will be issued with the date, family surname and amount paid for all monies received as well as being signed by the staff receiving it

Child Care Benefit

- All families are eligible to apply for Child Care Benefit
- For Child Care Benefit enquires you need to ring Centrelink on 131650
- Child Care Benefit cannot be deducted from your fees unless the account holder is registered for Child Care Benefit
- The billing system/account will display the amount of Child Care Benefit that has been deducted from the total fees, not the percentage
- Child Care Benefit cannot be deducted from your fees unless your CRN number has been received by OSHC

Bookings and Cancellations

The following information is prepared in accordance with the Australian Government requirements as set out in the *Child Care Service Handbook*. Each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure the service is prepared with resources, training and staffing to meet the children's needs. The program and educator rosters are based on bookings and so the service will charge fees for booked care that is not used.

- All bookings will be charged for non-attendance unless 24 hours notice is given.
- Any non-attendance during Vacation Care once the program has started will incur full fees
- Fees are charged when the children are away sick. In the event of a long term illness families can negotiate an alternative arrangement with the Director
- Alternative days will be made available at the discretion of the director and on the basis of availability. If OSHC is full then a swap day will be unavailable. All alternative swap bookings must be taken in the same week
- Casual bookings are allocated strictly according to a availability and may not be available at short notice
- Extra casual bookings will not be accepted on overdue accounts
- The service provides families with information about absences on their accounts
- Children who are not collected from school by 3.30pm are sent to OSHC and the appropriate fees will be billed to the parent/guardian

Payment of Fees

- Families will be issued with a fee statement on a weekly basis and are issued every Monday or the next working day.
- Fees are due after 1 week of care being used
- Fees can be paid by direct deposit, EFTPOS or in cash.

Receipting of Fees

- A receipt of fee payment will be issued that includes the date, account surname and the amount paid

Penalty for Late Collection

- A late fee of \$15 per 15 minutes, or part thereof, will be charged for any family arriving at the service after 6.30pm.
- The late fee will be added to your account and receipted as normal
- A review of your child's enrolment will occur where families are consistently late.

Change of Fees

- Fees will be assessed and set each year upon the completion of the annual budget and following ratification by the Governing Council.
- Fees will be reviewed every 6 months and parents will be given 4 weeks' notice of any changes

Debt Management

Services rely on fees to cover all operational costs. It is important that fees are collected so that staff can be paid and other expenditures are met. Effective monitoring of the income and expenditure reports against the service budget is essential.

Ensuring that all families pay their fees promptly is an equitable way to manage the finances of the service.

All accounts and fees owing are kept confidential and will not be discussed with anyone other than the nominated account holder.

Non-Payment of Fees

Families who have an account outstanding for 2 weeks will receive a notification on their account and an overdue sticker to highlight fees owed, unless other arrangements are made.

- Families who have outstanding fees of 3 weeks, will receive notification of their account being overdue and requesting payment immediately, or that contact be made with the Director within 7 days, to negotiate payment options.
- Following further non-payment of fees owed to the service, or failure to make contact with the Director, a letter will be sent to the family advising that their child/ren's attendance at the service can be refused until all **outstanding fees are paid, including any administration fees (will be charged at the Directors discretion)**
- Further non-payment may result in the debt being handed over to a debt collector for fee recovery or further process through the courts. The parent/caregiver is responsible for any fees associated with debt recovery.

Difficulties with Payment of Fees

- Families experiencing financial hardship or an alteration to family circumstances needs to inform the director and negotiate a suitable arrangement to pay fees
- The agreement will be written and signed and then kept in the families file for future reference
- Bookings of care may be negotiated should difficulties remain for an extended period

OSHC reserves the right to cancel a booking if fees are outstanding and satisfactory arrangements have not been put into place.

OSHC will proceed with legal action when other approaches have been exhausted.

Vacation Care

If at any time the parent/caregiver has an outstanding account with OSHC or Vacation Care from a previous program then future booking will not be confirmed until the debt is cleared.

There is a late fee of \$2 per child per session when a booking sheet is handed in after the cutoff date.

Resources/References

1. DECD Gold Book at www.decd.sa.gov.au
2. Lady Gowrie Child Care Centre
3. OSHC Handbook
4. National Quality Standards