

## Fees Policy

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### NQF

QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
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### Aim

Parents fully understand fee payment procedures and requirements, and pay their child care fees on time.

### Related Policies

Orientation for Children Policy  
Privacy and Confidentiality Policy

### Who is affected by this policy?

Parents  
Management

### Implementation

#### Enrolment

- An annual family registration fee of \$15.00 is invoiced to families upon lodgement of enrolment form.

#### Fee Structure

Please note our fees may change from time to time and are reviewed annually.

The full cost for care before Child Care Subsidy is outlined below:-

Before School Care	\$11-50
After School Care	\$23-00
Pupil Free/School Closure Day	\$58-00
Vacation Care	\$58-00
Vacation Care Excursion/Incursion Day	\$65-00
Early Finish (end of term)	\$7-50 (2.15pm to 3.15pm)

- Fees must be paid on time.
- Fees must be paid weekly. Arrangements must be made with Nominated Supervisor for fortnightly or monthly payments.
- Fees are processed a week in arrears and will be emailed to families.
- If an email address is not supplied, an account will be printed and ready for collection from the OSHC room on Wednesday afternoons. It is the responsibility of the family to collect accounts.
- Fees are not payable when the service is closed.

## Child Care Subsidy

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled.

<i>Hours of activity per fortnight</i>	<i>Maximum number of hours of subsidy per fortnight</i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity. There are exemptions for parents who legitimately cannot meet the activity test requirements. Low income families who do not meet the activity test can access 24 hours of subsidised care per fortnight.

The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. Assessment asks families to provide information about their expected combined family income, activity level of parents and types of child care service being used.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children's safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Families are entitled to receive Child Care Subsidy for up to 42 days where their child is absent, regardless of the reason for the absence, for example due to illness, public holidays, parental leave or late notification of booking cancellations for which you are charged. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlines in the Family Assistance Law and there is evidence to support these.

## Statements of Entitlement

We will issue weekly statements which include child/children's full name/s, date of care, date of payment, daily and weekly hours of care, absences, hourly fees and hourly and daily fee totals and the number of hours fees were reduced (eg by Child Care Subsidy) and total reduction amount. (Parents' My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

## **Invoices**

Invoices for the amount of fees payable in a period will be issued weekly in arrears. Invoices are emailed to families. If you do not have an email address, please discuss with Director to make alternative invoice collection arrangements. If families pay more than the fee amount required at the time, change will not be given but will be credited to the family's account.

## **Receipts**

Families will be provided with receipts once invoices have been paid.

## **Late Pickup of Children after Closing Time - Fees**

Our service is licensed to only operate until 6:15pm. After 6:15pm we are breaching our Licence and are not covered by insurance. Families who do not collect their child before our 6:15pm closure will be charged a late fee of \$10 for every 5 minutes or part thereof they arrive past our closing time. This fee covers the cost of employing the staff required to supervise a child outside our operating hours. It may be waived at the discretion of the Nominated Supervisor.

## **Late Pickup of Children after Closing Time**

Please make alternative collection arrangements for your child/ren should you anticipate being late.

If late pickup is ongoing, that is more than three times within a three month period, the child/ren's enrolment at the Service will be suspended for one month by the OSHC Advisory Committee. Formal warnings will be given at the first and second late collection. If late collection occurs a third time, the suspension period will start the next business day from the third late collection.

If child/ren have not been collected by 6:15pm, Educators will follow this procedure:

1. Educators will attempt to contact the parent/caregiver via telephone.
2. If the parent/care-giver cannot be contacted, the emergency contact person will be contacted to arrange for the child's immediate collection.
3. If the emergency persons are unavailable and suitable arrangements cannot be made within 15 minutes of closure time the Sturt Police or After Hours Crisis Care will be contacted. The child will accompany the police/crisis care until parent /caregivers is contacted.

Sturt Police Station: 333 Sturt St, Bedford Park SA 5042 Telephone: (08) 8207 4700

After Hours Crisis Care: 131 478

## **Paying your Account**

### Methods of payment are:-

OSHC Room	cash or cheque (please note that we do not carry cash - for cash payments, any surplus amount will be credited to your account)
School Front Office	EFTPOS, cash or cheque
Classroom Cash Box	cash or cheque -place invoice and payment in an envelope
BPoint	credit card secure online payment service available via school website
Direct Debit	Flagstaff Hill School OSHC – details on OSHC account
Telephone	Fees can also be paid over the telephone on 8270 1744 on Monday, Wednesday and Friday mornings.

## Late Cancellation of Bookings

Parents are required to notify the service if their child/ren will not be attending the session. Please call the service and talk to an educator, leave a message in communication book or on the answering machine or email the service.

Notification of cancellations must be made by:

Before School Care	6:15pm on the business day prior
After School Care	9:00am to cancel that afternoon's session
Pupil Free Day/School Closure	6:15pm seven days prior
Vacation Care	6:15pm second to last Friday of each school term

All cancellations received after these times will incur an Allowable Absence as outlined in the Commonwealth Government "Childcare Service Handbook". Child Care Subsidy is payable for any absence days regardless of the reason for the absence. Each child is allowed an initial 42 absence days from care across all approved child care services during each financial year which can be used for any reason and without the need to produce supporting documentation. If a child is absent from both before and after school care on the same day, the absence is only counted once.

## Paying your Account

Methods of payment are:-

OSHC Room	cash or cheque (please note that we do not carry change - for cash payments, any surplus amount will be credited to your account)
School Front Office	EFTPOS, cash or cheque
Classroom Cash Box	cash or cheque -place invoice and payment in an envelope
BPoint	credit card secure online payment service available via school website
Direct Debit	Flagstaff Hill School OSHC – details on OSHC account
Over the Telephone	Ring OSHC Finance Officer on 8270 1744 (Monday, Wednesday and Friday mornings)

## Outstanding Fees/Debt Management

We understand that customers occasionally experience temporary financial difficulties, therefore we urge you to contact the Director regarding any arrears on your account. Our experience in these matters indicates that such difficulties, addressed early, are much easier to resolve than if they are left unattended. Families will be deemed as having outstanding fees when they are 14 days+ behind in a payment.

OSHC Advisory Committee reserves the right to terminate enrolment and the Approved Provider (Governing Council) will be informed of termination of enrolment.

- ◆ After 14 days+ overdue, the Director will email the family advising of outstanding fees
- ◆ After 21 days+ overdue, a follow up email requesting payment of outstanding fees
- ◆ After 28 days+ overdue, the Director will telephone the family to request payment be made immediately
- ◆ If no payment has been received within 35 days+, the debtor must negotiate and sign a formal instalment agreement co-signed by a Governing Council representative. The agreement must detail the amount and due date for each instalment.

If the debtor defaults on an instalment payment, and fails to notify the Director prior to this payment of any financial difficulty the Approved Provider (Governing Council) without further notice will cancel this agreement and legally pursue the debt via various recovery options:-

Option 1	Pursue the debt through the minor claims court
Option 2	Engage the services of an independent debt collector

### **Outstanding Fees/Debt Management** (continued)

The Approved Provider (Governing Council) must approve the school undertaking legal action, based on the options above. The approval to pursue the debt must be minuted in the Governing Council minutes. The anonymity of the families involved must be preserved at all times.

Families will be advised that pursuing through a Debt Collection Agency has the potential to affect their credit rating and to seek professional advice.

### **Dishonoured Cheques**

Any Bank charges will be billed to your account.

## **Sources**

Bryant, L. (2009). *Managing a Child Care Service : A Hands-On Guide for Service Providers*. Sydney: Community Child Care Co-Operative.

Education and Care Services National Law and Regulations

Family Assistance Law

Social Policy Law – Family Assistance Law – Version 1.206 Released 20 September 2018

## **Review**

The policy will be reviewed annually.

Review will be conducted by:

- OSHC Advisory Committee
- Finance Committee
- Governing Council (Approved Provider)

**Reviewed: October 2019**

**Date for next review: October 2020**