

## PEDARE OUT OF SCHOOL HOURS CARE (OSHC) FEES POLICY

### OBJECTIVES

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

### 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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### INTRODUCTION

Pedare OSHC sets fees in accordance with its annual budget in order 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 all families in our community. Pedare Christian College and Management Team analyses the budget annually, or as necessary, and monitors it carefully throughout the year.

### DEFINITIONS

**Associated fee** – An associated fee is an amount of money billed to the account holder as per policy procedures. This fee is not applicable to receive a Child Care Subsidy rebate.

**Booking** – A care session which is booked in and child is expected to attend.

**Cancellation** – A cancellation occurs when a booking is no longer required and the booking record will be deleted from the ChildCare Management System; Xap.

**Care Session Fee** – A Care Session fee is the price for attending an OSHC care session. Care Session Fees are applicable to receive the Child Care Subsidy.

**Casual Booking** – A casual booking is one booking required for one specific date.

**Non-notified** - A non-notified fee relates to situations where a child attends OSHC without a booking or notice of the attendance, or a child is absent from a care session of which they had an active booking and Pedare OSHC was not notified of the child's absence for that care session.

**Notice of Absence** – A Notice of Absence is when Pedare OSHC is notified that a child who is booked into a care session will not be attending on that day.

**Permanent Booking** – A permanent booking is a recurring booking on specific days of the week for an extended period of time.

**Pupil Free Day** – A scheduled weekday during the term time period on which children do not attend school.

**Term Time Period** – The term time period refers to all dates on which children are attending school days. The term time period consists of Before School Care, After School Care and Pupil Free Day sessions.

**Vacation Care Bronze Day (Base Day)** – This Vacation Care session refers to a care session during the school holiday period, on which care is provided at the OSHC service and children participate in pre-programmed games and activities as organised by the OSHC Director.

**Vacation Care Gold Day (Excursion)** – This Vacation Care session refers to a care session during the school holiday period, on which a pre-planned excursion is booked for the children to attend. An excursion involves the children travelling to an external company's site to engage in activities and games. All children booked in for care on this day must attend the excursion.

**Vacation Care Period** – The Vacation care period refers to all dates on which children are on school holidays and are not attending school days. The vacation care period consists of Vacation Care Sessions.

**Vacation Care Silver Day (Incursion)** – This Vacation Care session refers to a care session during the school holiday period, on which a pre-planned incursion is arranged. An incursion involves an external company bringing resources and running activities at the Pedare OSHC site for the children to engage with.

## **PROCEDURES**

### **Enrolment**

Pedare OSHC does not charge a fee for parents/caregivers to enroll their child/ren. Bookings will only be accepted once families have completed the Enrolment Form in full. This form is available on the Pedare Christian College Website.

By enrolling into Pedare OSHC, you are agreeing to adhere to our fees policy as outlined in this document and agree to pay all fees associated with your involvement and your child's attendance at the Pedare OSHC Service/s via a Direct Debit arrangement.

### **Bookings**

It is the responsibility of the parents/caregivers to manage their children's bookings through the online parent portal; Xap.

All bookings can be created using the online parent portal; Xap and/or by downloading the Xap Smile App on a mobile phone or tablet device.

All bookings are classified under a Care Session and are charged as care sessions.

### **On-The-Day Bookings**

To make a booking on the day, parents/caregivers must contact Pedare OSHC directly via phone or text message. On-The-Day bookings are not guaranteed and parents/caregivers should not assume their child can attend until they receive written or verbal confirmation.

### **Fees**

Our fees are outlined in our fee schedule below. Please note our fees are subject to change. Parents/caregivers

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will be provided with 14 days notice before a change to fees will come into effect.

It is the responsibility of parents and caregivers to manage and monitor their invoices. If there is a discrepancy or issue with an invoiced amount, families must contact Pedare OSHC to resolve the issue.

All Care Session Fees are eligible to receive the Child Care Subsidy (CCS). Parents/caregivers will be charged a care session fee for all bookings on which their child attends. If a booking is cancelled or notified absences, a care session fee will not be charged.

### **Cancellations**

It is the responsibility of the parents/caregivers to cancel bookings or notify absence if the child is unwell.

Cancellations and Notice of Absences made with at least 1 days notice will not incur a care session fee or associated fee.

### **On The Day Cancellations**

If a booking is cancelled or notified absent outside of the required notice period, an associated fee will be charged. Associated fees are not applicable to receive the Child Care Subsidy and must be paid in full.

To cancel a booking on the day of the care session, parents must contact Pedare OSHC directly to inform them of their child's absence from that session on that day. On-the-day cancellations and absences will incur an associated fee. This associated fee is not applicable to receive the Child Care Subsidy.

### **Non-notified**

A Non-notified relates to situations where a child attends OSHC without a booking, or a child is absent from an OSHC care session without a notice of absence.

If a child attends OSHC without a booking, parents/caregivers will be charge for the care session fee as well as an associated fee.

If a child is absent from a care session without a notice of absence or cancellation, parents/caregivers will be charged an associated fee.

### **Absences due to illness**

Parents/caregivers are responsible for informing Pedare OSHC when their child will be absent from a care session due to illness. If a child is absent from care on the day due to illness, parents/caregivers will not be charged a Care Session fee or an Associated Fee.

Pedare OSHC may request to view a medical certificate from the child's practitioner.

### **Late Collection of Child Fees**

Families who do not collect their child before the service close time of 6:00pm will be charged a late fee of \$1 per minute after 6:00pm, per child.

### **Fee payment method**

Fees must be paid on time and in full:

- On a weekly payment schedule
- Through a Direct Debit arrangement only
- Direct Debit payment schedules will occur on a Friday

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Fees are to be paid for the days the child attended a care session including all associated fees outlined in this policy.

Families will be given a minimum of fourteen days of notice of any changes to the way in which fees are collected (National Regulation 172).

### QuickPay – Direct debit transactions

All Direct Debit payments are managed through QuickPay Pty. Ltd. Pedare OSHC payments will be displayed on Parents/Caregivers financial statements as 'QuickPay' or similar.

### Transaction Fee

Transaction fees are managed and determined by Quickpay Pty. Ltd. Due to administration costs incurred QuickPay, each transaction incurs a transaction fee which is payable by the parent/caregiver responsible for payment of OSHC fees and invoices. Transaction fees are not applicable to receive the Child Care Subsidy rebate and must be paid in full.

Paid by customer	Bank Account	Credit Card
<b>Transaction Fee</b>	\$1.00	\$1.00 + 1.8%

### Dishonour Fee

QuickPay will apply an \$8.80 dishonour fee on all circumstances of insufficient funds drawn on the payment scheduled day. Dishonour fees are not applicable to receive the Childcare Subsidy rebate and must be paid in full.

### Care Session Fees

All care session fees outlined in the table below are applicable to receive the Child Care Subsidy

Care Session	Fee per child
Before school care session 7:15am – 8:30am	\$12.40
After school care session 3:15pm – 6:00pm	\$20.70
Pupil Free Day care session 7:15am – 6:00pm	\$51.70
Vacation Care – Bronze day (Base day) 7:15am - 6:00pm	\$51.70
Vacation Care – Silver day (Incursion) 7:15am - 6:00pm	\$62
Vacation Care – Gold day (Excursion) 7:15am - 6:00pm	\$72.40
Notice of Absences, regardless of the notice period, will not incur a Care Session Fee	Nil

## Associated Fees

All associated fees outlined in the table below are not applicable to receive the Child Care Subsidy and must be paid in full. These fees are in addition to other applicable fees as set out in this policy.

<b>Term Time Period- Associated Fees</b>	<b>Fee per child/booking</b>
Cancellation: at least 1 day prior	Nil
Cancellation: due to ill child	Nil
Cancellation: on the day	\$10
Non-notified of Absence	\$15
Non-notified of Attendance	\$5
Late Collection fee (Sign-out after 6:00pm)	\$1 per minute, per child

<b>Vacation Care Period – Associated Fees</b>	<b>Fee per child</b>
Cancellation: at least 1 day prior	Nil
Cancellation: due to ill child	Nil
Cancellation: on the day (Bronze)	\$10
Cancellation: on the day (Silver)	\$20
Cancellation: on the day (Gold)	\$30
Non-Notified of Absence (Bronze)	\$15
Non-Notified of Absence (Silver)	\$25
Non-Notified of Absence (Gold)	\$35
Non-Notified of Attendance (all vacation care sessions)	\$5
Late collection fee (sign-out after 6:00pm)	\$1 per minute, per child

## Overdue Fees

Pedare OSHC will issue a Friendly Fee Reminder letter to any family who is two weeks late, or more, paying their fees. If families are having difficulty making fee payments they should immediately speak with the Pedare OSHC Director to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- Pedare OSHC may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, Pedare OSHC may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action will be added to the debt owed.

## **Child Care Subsidy (CCS)**

Child Care Subsidy (CCS) is available to all families who are Australian Residents and if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by the Australian Government.

Parents/caregivers are required to submit an application to Centrelink to determine their eligibility.

Parents/caregivers must provide Pedare OSHC with accurate Centrelink Customer Reference Numbers (CRN) before they are able to begin receiving rebates for OSHC Care Sessions.

Pedare OSHC holds no responsibility in keeping parents/caregivers CCS up-to-date.

If parents/caregivers suspect an issue with their CCS, they must contact Pedare OSHC to discuss this matter.

Parents/caregivers are required to pay full fees if their CCS is revoked by centrelink, or their CCS eligibility is ceased due to incorrect/out-of-date information. Parents/caregivers are responsible with notifying Pedare OSHC when their CCS issues are resolved..

## **Invoices**

Invoices for the amount of fees payable in a period and will be issued on a Tuesday via email communications and on a weekly basis.

## **Confidentiality**

All information and records in relation to fees will be kept in strict confidence and stored securely. Members of OSHC, management or the Approved Provider will not discuss individual names and details openly. Families may access their records via their online parent portal; Xap Account at any time and will be available in writing to families, upon request.

## **Increase of fees**

The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days of notice of any fee increase (Regulation 172).

## **RELATED DOCUMENTS**

### **Related Policies**

Enrolment Policy

### **Sources**

Education and Care Services National Law and Regulations

Family Assistance Law

Education and Care Services National Regulations:

168, 172, 173

National Quality Standards: Quality Area 7