

PEDARE OUT OF SCHOOL HOURS CARE (OSHC) FEES POLICY

OBJECTIVES

Parents/caregivers fully understand fee payment procedures and requirements and pay their childcare 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 the Pedare Management Team monitors the budget 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.

Approved Provider - Pedare Christian College

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

Cancellation – A cancellation occurs when a booking is no longer required.

Care Session Fee – A Care Session Fee is the price of 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 Fee - A Non-Notified Fee is charged when 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. This fee is charged in addition to the 'On the day booking fee' for same day bookings.

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 that session.

On the day booking fee – An on the day booking fee is applied when the session is booked on the same day that care is booked for.

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

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

Early Dismissal - A scheduled weekday during the school term on which children are dismissed earlier than the standard dismissal time.

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, Pupil Free Days and Early Dismissal 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 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 provider bringing resources and running activities at the Pedare OSHC site for the children to engage with.

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 provider's site to engage in activities and games. All children booked in for care on this day must attend the excursion relevant to their year level.

Vacation Care Period – The Vacation Care Period refers to all dates on which children are on school holidays and are not attending school days, with the exception of the Christmas closure period. The vacation care period consists of Vacation Care Sessions.

PROCEDURES

Enrolment

Pedare OSHC does not charge an enrolment fee. Bookings will only be accepted once families have completed the Enrolment Form in full and the enrolment has been confirmed by the OSHC Director. 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 child's attendance at the Pedare OSHC Service/s via a Direct Debit arrangement.

A one-time hat fee of \$20 per child will be payable upon enrolment. This provides your child a Pedare OSHC hat to be used during OSHC session times as well as during Vacation Care. It is Parent/Caregivers responsibility to ensure the hat is labelled/named.

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.

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Next Review: January 2025

Page 2 of 6

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 and the booking request has been accepted. An Associated Fee for late booking will also be applied in addition to the standard session fee.

Fees

Fees are outlined in the Fee Schedule below. Please note our fees are subject to change and parents/caregivers will be provided with 14 days notice before a change to fees will come into effect.

It is the responsibility of parents/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).

Cancellations

It is the responsibility of the parents/caregivers to cancel bookings or notify absence if the child is unwell. As it is a legal requirement to provide OSHC services with the correct staff/child ratio, the following procedure is strictly adhered to.

Cancellations and Notice of Absences made with at least 24 hours' notice, or 7 days' notice for Vacation Care, will not incur a Care Session Fee and/or Associated Fee.

Cancellations and Notice of Absences made with less than 24 hour' notice, or 7 days' notice for Vacation Care, will incur a Care Session Fee. Under the Child Care Management System this will be classed as an allowable absence and is eligible for the Child Care Subsidy (CCS)

Under current CCS provisions, each child is permitted up to 42 days absence days each financial year. Additional absences may be allowed in certain circumstances.

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 eligible 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 with less than 24 hours' notice will incur the full Care Session Fee and the Associated Fees. The Child Care Subsidy is eligible for up to 42 absence days each financial year.

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 charged 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 the full session fee as an allowable absence and is eligible for the CCS.

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 be charged a Care Session Fee. The Child Care Subsidy is eligible for up to 42 absence days each financial year.

Late Collection of Child Fees

Families who do not collect their child before the service closing time of 6:00pm will be charged a late fee of \$1.50 per minute after 6:00pm, per child. Repeated late collections may impact the ongoing enrolment of the students in the OSHC service.

Fee payment method

Fees must be paid on time and in full:

- On a weekly payment schedule and
- Via a Direct Debit arrangement only

Direct Debit payment schedules will occur on a Friday.

Fees are to be paid for all fees outlined in this policy.

Families will be given a minimum of fourteen days 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', Pedare OSHC or similar.

Transaction Fee

Transaction fees are managed and determined by Quickpay Pty. Ltd. Due to administration costs incurred by 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
Transaction Fee	\$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	\$14.50
After school care session 3:15pm – 6:00pm	\$23
Pupil Free Day care session 7:15am – 6:00pm	\$56
Vacation Care – Bronze day (Base day) 7:15am - 6:00pm	\$56
Vacation Care – Silver day (Incursion) 7:15am - 6:00pm	\$67.50
Vacation Care – Gold day (Excursion) 7:15am - 6:00pm	\$78.50
Early dismissal	\$31.50
Notice of Absences, received 24 hours before the session for Before/After school care and 7 days for Vacatoinm Care will not incur a 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.

Associated Fees	Fee per child/booking
Non-notified of Attendance – additional fee	\$5.50
On the day Booking – additional fee	\$10.50
Late Collection fee (Sign-out after 6:00pm)	\$1.50 per minute

Overdue Fees

Pedare OSHC will issue a Friendly Fee Reminder letter to any family who is two weeks late, or more, in payment of their fees. If families are having difficulty making fee payment, 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.

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Page 5 of 6

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is available to families who are Australian Residents, 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) upon enrolment before they are able to begin receiving rebates for OSHC Care Sessions.

Pedare OSHC holds no responsibility in keeping parents/caregivers CCS details 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 for notifying Pedare OSHC when their CCS issues are resolved.

Invoices

Invoices for the fees payable in a period will be issued on Tuesday each week via email communication. Parents are responsible for reviewing their Invoices and having funds available in their account for the Direct Debit scheduled each Friday.

Confidentiality

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

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' 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