

Out of Hours Child Care FEE POLICY

POLICY STATEMENT

This policy states the arrangements for the payment of fees. The current fee schedule is located in the main entrance area to the Multi-purpose Room and is also provided as appendix 4 of the program policy. Fees are set to cover the cost of the service and to meet the projected budget for the service. Kingsbury Primary School OSHC is a not-for-profit service which highly values accessibility and affordability for families. Any surplus money is used on equipment and resources for the children's program. Fees are recommended by OSHC management to the School Council for decision on an annual basis or as deemed necessary.

RATIONALE

In order for Kingsbury Primary School OSHC to provide a quality service it is necessary to ensure timely payment of fees.

DEFINITIONS

Permanent Booked Care: Booked Care

Casual Care: Care used on a day by day basis (no permanent booking)

Emergency Care: care booked last minute or care not booked at all by parents/guardians when children are not collected from school by 3.45pm.

PROCEDURE

Arrangements for the payment of fees

Booked care users are expected to pay fees on a weekly or fortnightly basis.

Casual and Emergency Care users are expected to pay fees on the day of care.

The following payment methods are accepted at the service:

- Cheques made payable to Kingsbury Primary School OSHC;
- Cash to the OSHC Coordinator or an authorised staff person during OSHC program hours;
- EFTPOS at the school office between 8:30am and 4:30pm, Monday to Friday. (or otherwise by appointment)

The OSHC Coordinator will make sure that all payments will be acknowledged as soon as possible, if not immediately with a receipt which is signed and dated. EFTPOS payments will be receipted by the School office staff and recorded against the family account name.

Every month families will receive a statement, either in their file or by email, as requested by the family.

Upon a parent or guardian request the OSHC Coordinator or authorised staff member can identify any outstanding fee balances and receive payment directly. An invoice will be provided on request.

Excursions and incursions may attract additional fees. Parents will be notified in advance of any additional charges. These charges do not attract Child Care Benefit (CCB) reductions. Parents will be invoiced for these additional activities within the normal billing period.

Late payment of fees

- Families with accounts more than 4 weeks in arrears will be contacted by phone or email with notification to pay within 7 days. This advice will state date payment is required and process which will be followed if payment is not received.
- School Council is notified monthly of all accounts in arrears. School Council may direct that the service is not available for families until their account has been settled.
- Families excluded from the service due to non-payment of fees will be provided with information regarding family support and financial advising services available in the local community.
- In the event of failure to attend to arrears, professional debt collectors may be engaged.

Families experiencing financial difficulties are advised to seek assistance both externally and through the School Business Manager. It may be possible to establish payment arrangements which, if adhered to, will not result in an exclusion from the service.

Cancellations

If staff are not informed of a cancellation of before-school or after-school-care the full fee will be charged plus an additional \$2 “no notification fee”.

If a vacation care booking is cancelled and it cannot be filled the full rate will be charged as well as the cost of any scheduled excursions.

These cancellations are considered by DEEWR under the Child Care Management System (CCMS) to be unexplained absences.

Absences in regard to permanent Bookings

Child Care Benefit (CCB) is paid for up to 42 absences for each child per financial year. These can be used for any reason and do not require proof such as medical certificates. For any absence over and above these 42 days medical certificates or written statements explaining the absence are required. Failure to do so will attract the full fee for the number of absent days over 42 and not be offset by any family CCB allowance.

Late pick-up fees

Closing time of the service is 6pm and families are urged to ensure their children are collected by this time. Families who collect their children late will be given a warning in the first instance. Repeated lateness will incur a fee of \$1.00 per minute, per child after 6 pm. This will be added to their account.

LINKS TO OTHER POLICIES

Booking Policy

Collection of Children Policy

REFERENCES

Child Care Service Handbook 2010-2011, Department of Education, Employment and Workplace Relations (DEEWR), 2010

AUTHORISATION

This policy was developed on June 2010 and first approved by the Kingsbury Primary School Council August 2010

NEXT REVIEW DATE

This policy will be reviewed on June 2015.