

Fees Policy

Approval Date: September 2023

Review Date: September 2024

Surrey Downs Primary School Out of School Hours Care aims to provide a quality out of school hours and vacation care service at an affordable price to families. Fees will be set by the Governing Council (as the Approved Provider) and will be reviewed each year via the OSHC Management Committee. A budget will be required annually to assist this process.

General

- The service fees are set each year to meet the budget requirements.
- Fees will be set individually for each session type including before school care, after school care, early finish sessions, pupil free day and vacation care days.
- Vacation care fees are scaled to accommodate for costs relating to incursion and excursion expenses.
- All fees will be outlined to families in a statement of fees (see attached) and will be given as part of their enrolment package.
- Late fees will be charged to those families who do not pick up their children by close of business at 6:10pm
- A late fee of \$35/15 minutes (or part there of) will be charged to accounts when children are picked up from the service after the Service's closing time.
- Notification of late arrival to the service must be by either phone call or text to the OSHC mobile phone number to ensure a time of notification can be recorded.
- Fees must be paid on a regular basis, which may be individual to each family according to their use of the service.
- New accounts opened at the service require a bond to be paid prior to the first session attendance.
- Accounts will be issued each week in arrears.
- Families will be provided with a tax invoice and statement of entitlements, outlining their booked and charged sessions at the service, absences and any subsidy that they are entitled to; this statement is provided electronically (email) or hard copy can be printed on request.
- All accounts and statements will be kept confidential; families can request access to their account information at any time.
- Receipts will be issued for each payment.
- Families will be informed of the process for applying and receiving Child Care Subsidy upon enrolment.

- Payment options (EFT or payment plan with credit card) will be explained to families upon enrolment.
- Payment plans can be entered into upon enrolment to ensure regular payment of fees from families.
- Families who are eligible will have Child Care Subsidy applied to their account to reduce their weekly fees.
- Families who are eligible can apply for Additional Child Care Subsidy, which will be applied to their account to reduce their weekly fees.
- Information about Child Care Subsidy and Additional Child Care Subsidy can be accessed through the Department of Human Services
- It is the responsibility of the families to inform the service of any changes in their details and if they are not receiving emails.

Bookings and Cancellations

- Bookings for before and after school care that are regular will be made across one full term and reassessed during the vacation care period to confirm any changes with families.
- Vacation care day and pupil free day bookings will be taken after approval of a program via the OSHC Management Committee and Approved Provider.
- Cancellations to regular and casual bookings require seven (7) days' notice so as not to incur full fees.
- Service and educators can be notified in writing (email, text) about changes or cancellation of bookings.
- Families are entitled to receive childcare subsidy up to 42 absence days per child, per financial year as set out by the Australian Government.
- If your child is sent home or collected before the end of the school day, they will be marked as absent, and the absence fee will be charged
- If your child is suspended from the service, fees will still be incurred due to predetermined staffing and booking capacities.

Fee Schedule & Information

- \$50 bond per account

Before School Care

- \$17.50 per session
- Service provided between 6:50am and 8:50am
- Inclusions: breakfast, educational program, equipment & materials

After School Care

- \$24.00 per session
- Service provided between 3:00pm and 6:10pm
- Inclusions: afternoon snack, educational program, equipment & materials

Early Finish

- \$26.00 per session
- Service provided between 2:00pm and 6:10pm
- Inclusions: afternoon snack, educational program, equipment & materials

Pupil Free Day

- \$50.00 per session
- Service provided between 7:00am and 6:00pm
- Inclusions: breakfast and afternoon snack, educational program, equipment & materials, transport for excursion.

Vacation Care

- \$50-\$60 per session (\$50 regular day; \$55 incursion day; \$60 excursion day)
- Service provided between 7:00am and 6:00pm
- Inclusions: breakfast and afternoon snack, specific educational program, equipment & materials, transport for excursion

Debt Management

- Fees are to be paid regularly by families and may be specific to the requirements of the family (eg weekly, fortnightly or monthly).
- Accounts that have an outstanding debt that remains unpaid after 4 weeks will receive notification to make payment arrangements; if no payment plan is put in place within 14 days of notification the account will be sent to debt collection services.
- Families have the opportunity to enter into a payment plan with the service to pay off the outstanding amount over an extended period of time.
- It is the responsibility of the family to honour the payment plan; one failed payment attempt without notice will be allowed before the debt is forwarded to debt collection services.
- The service agrees that a family that has a payment plan will not be refused care at any point so long as they are paying off the outstanding amount.
- If you do not contact the Service and make a payment, your account will be handed over to debt collectors. You will be responsible for paying the debt collector fees on top of your outstanding account and your child's place at the service may be withdrawn
- The Approved Provider, Management Committee and Business Manager are required to be informed about outstanding debt amounts.

- Any accounts taken to Management will be done so with complete confidentiality; no names will be used in this process.
- Reminders about outstanding amounts will be sent out electronically via email and SMS.
- It is the account holder's responsibility to update contact details if they change throughout the year; the service will gather new information at the beginning of each calendar year to determine any changes to contact details.

Budget and Financial Management

The Director, in consultation with the school Business Manager, will develop the annual budget.

- The budget will be presented to the Approved Provider at the beginning of each calendar year for ratification.
- The budget will be monitored by the Director and OSHC Committee at regular intervals throughout the year.
- Monthly financial updates will be presented to the Approved Provider.
- Fees must be reviewed each year and set to meet the budget requirements.
- Families will be given fourteen days' notice of any change to fees.
- The school Business Manager will be responsible for the banking of parent fees, processing of child care subsidy and meeting Australian Tax Office compliance requirements.
- The Director will be responsible for following up on outstanding accounts, notifications to families of outstanding debt and notifying the Approved Provider of the accounts that require debt collection services.

Attachment

- Fee schedule and Debt reminder process



Enrolment	Family is given information about fees, payment of invoices and is given payment plan documentation so that they have give the service details for regular payment <u>PRIOR</u> to beginning care
Week 1 (after care has begun)	Family is billed for week prior *accounts are always in arrears and show the costs and subsidies for care that has been given*
Week 2	Statement sent out (regardless of whether care is regular or once-off)
Week 3	Statement sent out (regardless of whether care is regular or once-off)
Week 4	Reminder notice sent out; family has the option to pay fees or enter into a payment plan
Week 5	Family has the option to pay fees or enter into a payment plan
Week 6	Final notice – family is notified that the account will be forwarded to debt collection services if no action is taken and access to service will cease
Week 7	If no action is taken account is forwarded to debt collection services