

Our Lady of Hope Greenwith Campus Outside School Hours Care



POLICY DOCUMENT

<h2>FEES</h2>

FEES

BACKGROUND

OSHC services are generally operated as not-for-profit businesses. Approved services receive an allocation of Child Care Benefit places and these must be managed in accordance with Australian Government legislation (refer to the Child Care Service Handbook at www.acecqua.gov.au).

The Approved Provider of the service has the legal responsibility for ensuring that there are sound practices in place to manage the fees and related income and expenditure of the OSHC service. OSHC services have limited opportunities to source funds other than fee income. Therefore, the development of a service and its facilities must be addressed by planning and making provisions within the operational budget of the service.

POLICY STATEMENT

Our Lady of Hope Greenwith Campus OSHC service sets fees in accordance with our annual budget 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 families in our community. The annual budget is ratified by the Approved Provider annually, or as necessary, and monitored carefully throughout the year.

Our service uses Spike software which is a package specifically designed to process bookings, attendances and produces a statement to show family fees. This package is approved for the Australian Government by the Department of Education, Employment and Workplace Relations.

The service will support families by providing relevant information as it becomes available but families must be responsible for liaising with the Family Assistance Office as needed. Families are reminded that the service is unable to communicate with the FAO with regard to details of their CCB or CCR. This is a confidentiality matter for all parties.

RELATIONSHIP

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/Guidelines
168	7.3	Enrolment and Orientation Policy Complaints Policy	Australian Government Child Care Service Handbook
		Governance and Management Policy	

HOW THE POLICY WILL BE IMPLEMENTED

GENERAL

Fees (Annexure A)

Payment of Fees

The Greenwith Campus Outside School Hours Care and Vacation Care are committed to providing efficient account keeping practices. We rely on families to pay their fees on time to be a viable service.

Fees Payment Procedure

We use the Paystream Payment System for collection of fees. This is an automated payment system that works in conjunction with our software. Families will be able to choose either their credit or debit card to have their fees deducted from. If you choose the credit card option only VISA and Mastercard are accepted. Please note that this payment method is the only payment option for families to pay their fees.

Accounts will be sent out once a fortnight on a Monday showing the amount that is due. Deductions will occur on the following day, Tuesday. However, when a public holiday is on a Monday, you will receive your invoice on the Tuesday and your payment will be deducted on the Wednesday. Families need to ensure that they have sufficient funds in their account to cover the amount due on their invoice. A payment schedule is available on our website.

Families are required to fill out a deduction authority at the beginning of each new year allowing the balance to be debited from their account/card. If excess money is taken due to CCB or CCR not being deducted from the account prior to the balance being debited then the excess will be credited to the family's account.

If families have a query with their account they can raise their issues with the OSHC office either by phone, in person or email.

All accounts need to be brought to a nil balance by the end of the year. Enrolment and bookings will be cancelled for families with outstanding amounts being carried over to the new calendar year.

Issuing of Accounts

Families will receive a weekly account by email at the beginning of the new week as a regulatory requirement. This account is not requesting payment as direct debits are processed fortnightly. Families that do not have an email address will need to obtain their account from the OSHC office.

Overdue Payment of Accounts Fees and Procedure

Families that have their deduction declined will be charged a \$2.75 bank fee and an administration fee of \$10 for accounts under \$100 or an administration fee of \$25 for accounts \$100 and over. Families will then be contacted to arrange settlement of their account. If payment is not received by Friday being the last day of the week the child's place will be suspended until payment has been made in full.

Families that have their deduction declined 3 times in a calendar year will be required to go on a \$200 bond to continue to use the Service. **This bond does not offset any future fees.**

Families that do not pay their Vacation Care Fees by the due date will be required to prepay their fees for subsequent bookings for Vacation Care. Families that do not attend the campus are required to pay their Vacation Care Fees in advance.

Families are encouraged to discuss any difficulties that they may have in paying fees with the Director, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues of financial support if required.

Debt Recovery \$200 bond

If a family is sent to our Debt Recovery Service for debt recovery, and the family then pays in full their outstanding account and they then wish to re-enter the program, then a bond of \$200.00 will be applicable.

Confidentiality of Accounts

All records will be kept confidential and stored appropriately. Financial information regarding families' accounts will be available upon request.

Changing Account Details

To change your account details the Paystream Payment System requires one weeks' notice and this needs to be in writing.

Childcare Fee Assistance

The Australian Government provides assistance to eligible families to reduce the out-of-pocket costs of child care. There are different types of financial assistance to help with the cost of placing children in child care. The main payments families may be eligible for are:

- Child Care Benefit
- Child Care Rebate
- Jobs, Education and Training Child Care fee assistance
- Grandparent Child Care Benefit
- Special Child Care Benefit.

More information is available on <http://www.mychild.gov.au/pages/CCInformation.aspx#>

Child Care Benefit (CCB) and Child Care Rebate (CCR) can be applied to your account. We need to be provided with individual customer reference numbers from the eligible parent and child/ren. Families need to apply to Centrelink for Customer Reference Numbers (CRN). Centrelink applies fee reduction directly into the families OSHC account. Any queries with CCB or CCR require the family to contact Centrelink direct.

BOOKINGS AND CANCELLATIONS

Each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure that the service is prepared with resources, training and staffing to meet the children's needs. The program and educator rosters are based on bookings and so the service will charge fees for booked care that is not used.

Bookings are essential to ensure that for any given session there is a list of children booked for care so that educators can accurately check attendances and efficiently follow up any booked children who do not arrive.

1 Week Notification for Cancelling OSHC Bookings

All sessions booked are reserved for your child and consequently will be charged for. However, if we are given one week notice for a cancellation then the booking will be deleted as well as the fees associated with that booking.

Cancelling Vacation Care Bookings

Families are financially responsible for all days booked for Vacation Care regardless whether or not the child attends. If we can resell the child's place to another family, we will credit the family's account. The one-week notification of cancelling bookings does not apply here.

Emergency Care

If a child is not collected from school the service will only provide emergency care, if the child is currently enrolled in the service, educator to child ratios are not exceeded and capacity of the service is not exceeded.

Allowable Absences

Allowable absences are those that occur where the child is absent from care for any reason that does not meet the criteria for an approved absence, and it is a day on which care would normally be provided. There is a limit of 42 allowable absences per child in each financial year, regardless of the number of services used. Once the initial 42 absence days have been exhausted Child Care Benefit will also be payable for absences taken for specified reasons and where supporting documentation is provided (where required).

The purpose of allowable absences under the family assistance law is to enable families to receive CCB in certain circumstances where care is not provided. However, these circumstances do not include days after a child ceases to receive care. Please note that our service continues to charge families for a one-week period from the time notice is given indicating the child's departure which may include after a child physically ceases care. Therefore, CCB is not payable on the days charged after the child physically ceased care and the family is responsible for the total amount of the fees.

More information is available on <http://www.mychild.gov.au/>

PENALTY FOR LATE COLLECTION

Any parent who collects their child after 6.15 pm will be charged \$3.00 per child, per minute in the first instance and \$5.00 in instances thereafter. Special circumstances will be given consideration in relation to collection of late fees, but a fee will still be applicable at the Director's discretion using \$1.00 per minute as the minimum fee.

Wherever possible, parents should advise the centre when they will be late to collect their child.

If a parent continues to collect their child after 6.15pm, the Director will need to discuss other care options with them, and suitable arrangements made or the child's place in the centre will be cancelled.

BUDGET

The Service fees are set to meet the budget for each financial year. The OSHC Advisory Committee, in conjunction with the Director, Principal and school bursar, will develop the annual budget detailing annual estimated income and expenditure. The final budget will be ratified by the School Board.

There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of 14 days notice of any fee increase.

FINANCIAL MANAGEMENT

Roles and Responsibilities

- **Banking** will be prepared and sent up to the bursar to be reconciled daily.
- **Financial Reports** will be given to the Advisory Committee by the Director once a term, the School Board and the Service Provider once a month by the school bursar and these reports will be acknowledged and recorded in the minutes.
- **Wages** will be paid fortnightly. Time sheets will be processed by the Director or appointed staff member and sent to the school office to pay the staff members. During the holidays it may be necessary to pre pay staff on hours rostered and adjustments made in the next pay period.
- **Staff Records and Entitlements** will be maintained by the Director and school bursar.
- **Accounts** will be paid by the school bursar upon the request for payment form from the Service.

- **Auditing of Accounts** will occur on an annual basis with the schools audit and auditor's reports and recommendations will be given to the Service Provider for their endorsement.
- **Expenditure** by the service must fall within set amount of the budget. Purchases for large amounts will need approval by the Principal when the budget is set.
- **Enrolment Advance** records from DEEWR will be maintained by the Director and recorded as a liability by the school bursar.

Financial Records

Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Australian Government officers.

Financial records will comply with:

- Any agreement with the Australian Government in respect to Child Care Benefit and grants for Outside School Hours Care Services.
- Other Australian and State Government legislation, such as *Income Tax Assessment Act 1936* (Australian Government), *Superannuation Guarantee Charge Act 1992* (Australian Government), and relevant industrial Awards and organisational policy.
- The requirement to keep an assets register, including all items over \$100 owned by the service.

DEBT MANAGEMENT

Our Service relies on the fees to cover operational costs. It is important that fees are collected regularly so that staff can be paid and other expenditures met.

Confidentiality will be maintained at all times with the debt recovery process.

If a family has an outstanding account sent to the debt collector for fee recovery, then the family is responsible for any other fees associated with the debt recovery. Our provider will be notified when a family has been denied access to our Service because their account has been processed for debt recovery.

RESOURCES/REFERENCES

- DECD Gold Book at www.decd.sa.gov.au/goldbook/pages/home/home/?reFlag=1
- CESA Guidelines <http://online.cesanel.adl.catholic.edu.au/docushare/dsweb/HomePage>

ATTACHMENTS

Annexure A

(Chairperson)

(Date Reviewed)

(Principal)

(Date Reviewed)

ANNEXURE A

Our Lady of Hope Greenwith Campus OSHC Fees as 01.01.2019

Before School Care	\$12.25	
After School Care	\$21.75	
Early Finish 12.30pm	\$38.50	
Early Finish 2.00pm	\$28.50	
Vacation Care	\$61.50	non-refundable
Excursion Supplement	\$10.00	
Pupil Free Day	\$61.50	
Hats	\$10.00	
Application Fee	\$50.00	for new families
Re-enrolling Fee	\$25.00	for existing families that do not re-enrol their child prior to the conclusion of the current school year
Bond Fee	\$200.00	only applicable to families not paying fees on time and families being sent for debt recovery
Up-front payment of full fees		only applicable to non school community families or families that have not paid their vacation care fees on time in previous holidays