

# Our Lady of Hope Greenwith Campus Outside School Hours Care



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## POLICY & PROCEDURE DOCUMENT

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<h3>FEES</h3>
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# FEES

## Background

Our Lady of Hope Greenwith Campus OSHC operates as a not-for-profit service. Approved services receive an allocation of Child Care Subsidy (CCS) places, which must be managed in accordance with Australian Government legislation (see the *Child Care Service Handbook* at [acecqa.gov.au](http://acecqa.gov.au)).

The Approved Provider is legally responsible for ensuring that sound financial practices are in place to manage all fees, income, and expenditure. As OSHC services have limited funding sources beyond family fees, service development and facility improvements must be planned and budgeted for within the OSHC operational budget.

## Policy Statement

OSHC fees are set in accordance with the annual budget to ensure the service can develop, maintain, and deliver high-quality care for children and families. We aim to keep our service accessible and affordable for our community.

The annual budget is endorsed by the Approved Provider and monitored throughout the year.

The service uses **Xplor** software, approved by the Department of Education, to manage bookings, attendances, and family statements.

We support families by providing accurate information about available childcare assistance. However, families remain responsible for managing their own CCS through Centrelink and the Family Assistance Office (FAO). Due to confidentiality legislation, the service cannot communicate with Centrelink/FAO on behalf of families.

## Budget

Service fees are set to meet annual operating costs. The OSHC Advisory Committee, Director, Principal, and Business Manager collaborate to develop the annual budget, which is then approved by the School Board. Fee changes require **a minimum of 14 days' notice** to families.

## Confidentiality

All financial and account information is confidential and stored securely. Families may request information about their account at any time.

## Financial Management

### Roles and Responsibilities

- Banking is prepared and forwarded to the Business Manager for daily reconciliation.
- Financial reports are provided to the Advisory Committee and School Board each term.
- Wages are paid fortnightly. Timesheets are prepared by the Director or delegated staff.
- Staff records and entitlements are maintained by the Director and Business Manager.
- Payments to suppliers are processed by the Business Manager.
- Annual auditing is conducted, with reports submitted to the Service Provider.
- Expenditures must remain within budget; significant purchases require Principal approval.

Financial records are retained for **seven years** in accordance with legislation. Financial records will comply with all relevant Australian and State Government legislation, including requirements relating to the Child Care Subsidy, taxation, superannuation, industrial awards and any applicable funding agreements.

### Debt Management

- Fees are critical to OSHC operational viability.
- Confidential processes are followed during debt recovery.
- Families are responsible for any additional costs incurred through debt recovery.
- The Provider will be notified if a family is refused access due to unpaid debt.

## Childcare Fee Assistance

The Australian Government provides financial support to reduce the cost of childcare, including:

- Child Care Subsidy (CCS)
- Additional Child Care Subsidy
- Grandparent Child Care Subsidy
- Jobs, Education and Training Child Care Fee Assistance

More information: [mychild.gov.au](https://mychild.gov.au)

Families must provide Customer Reference Numbers (CRNs) for both the claiming guardian and each child. CCS will begin applying once families confirm their OSHC enrolment in **MyGov**.

All CCS-related queries must be directed to **Centrelink**.

## Allowable Absences

Children may have up to **42 allowable absences** per financial year for days not meeting approved absence criteria.

CCS **cannot** be applied after a child has ceased physically attending the service.

More information: [mychild.gov.au](https://mychild.gov.au)

## Payment Procedure

- Fees are collected **fortnightly** on Wednesday at 12.00pm via the **Debit Success** payment system in conjunction with Xplor.
- Families may pay using a debit card or a VISA/Mastercard credit card.
- This is the **only** accepted method of fee payment.
- Families can access their accounts via the Xplor App to see their balance to ensure that they have sufficient funds in their account to cover the amount due.
- All fees must be reduced to **nil** by the end of each calendar year. Enrolments and bookings will be cancelled if outstanding amounts are carried into the next year.
- A payment schedule is sent out to families as well as available on our website.

### Declined Payments

- When a payment is declined a late fee of \$14.95 will be applied to the family's account .
- Families will be contacted to settle a declined transaction.
- Payment must be made by **Friday of that week** to continue to use our service.
- Three declined payments within a calendar year will require a **\$200 bond** to continue accessing the service.

### Cancellation Notice

- **7 days' notice** is required to avoid being charged for a cancelled session.
- Fees apply to **all booked sessions**.

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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

If a family's outstanding account is referred to a debt collector for fee recovery, the family will be responsible for all additional fees associated with that recovery process. Our provider will be notified when a family is denied access to our Service due to their account being sent for debt recovery.

Families referred to our debt recovery provider and later seeking to return to OSHC will be required to pay a **\$200 bond**. This bond does not offset future fees.

## Bookings and Cancellations

Families are expected to make and cancel bookings via the **Xplor App**.

### Timeframes for Changes

- **Before School Care:** Changes allowed until **6:00pm** the night before.
- **After School Care:** Changes allowed until **9:00am** on the day.
- **Early Finish & Pupil Free Days:** Changes allowed until **1 week prior**.
- After these times, families must contact the OSHC office directly.

If daily capacity is reached, families will be placed on a waiting list and notified if a place becomes available.

### Vacation Care

- Requires a completed and signed booking form returned via email or in person.
- Bookings cannot be processed until the form is received.

## One Week Notification for Cancelling OSHC Bookings

All booked sessions are charged. However, with **one week's notice**, the booking will be removed and fees cancelled.

### Vacation Care Cancellations

- Families are charged for all days booked.
- If the service can resell the place, a credit will be applied.
- The one-week cancellation rule **does not apply** to Vacation Care.

## Emergency Care

If a child is not collected from school, OSHC may provide emergency care only if:

- The child is enrolled
- Educator-to-child ratios allow
- Service capacity is not exceeded

## Penalty for Late Collection

Collection after **6:15pm** will incur:

- **\$3.00 per minute per child** for the first occurrence
- **\$5.00 per minute per child** for subsequent occurrences

Special circumstances may be considered; however, fees remain at the Director's discretion.

Repeated late collection may result in a review of care arrangements or cancellation of the child's place.

Families must notify OSHC if they expect to be late.

## Attachments

*Annexure A*

## Resources & References

- **Child Care Provider Handbook** — Department of Education, Australian Government
- **National Outside School Hours Services Alliance (NOSHSA)** — Advocacy & sector resources
- **OSHCsa (South Australia)** — Sector guidance
- **Department for Education, SA** — OSHC resources and toolkits

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(Chairperson)

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(Date Reviewed)

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(Principal)

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(Date Reviewed)

## ANNEXURE A

### Our Lady of Hope Greenwith Campus OSHC Fees as 01.01.2026

Before School Care	\$15.00	
After School Care	\$27.50	
Early Finish 12.30pm	\$48.50	
Early Finish 2.00pm	\$36.00	
Vacation Care (non-refundable)		
Bronze (Home Day)	\$70.00	
Silver (Incursion Day)	\$82.00	
Gold (Excursion Day)	\$93.50	
Pupil Free Day	\$70.00	
Hats	\$10.00	
Application Fee	\$100.00	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