

# 11 FEES, BOND & PAYMENT POLICY

Regulations 232,233

For the purposes of this Policy Document Clare OSHC service encompasses Before School Care, After School Care, and Vacation Care unless specified.

The Clare OSHC Service aims to provide a quality service at an affordable price to parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Fee levels will be set by the Advisory Committee each year, on completion of the annual budget and according to the service's required income.

The Clare OSHC Service needs to protect the centre from bad debts. In this regard a bond is payable to assist covering debts incurred by families who may not pay consistently or leave the service with a debt.

## HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)

\* The Director will set the required fee level to meet the budget for the next year. Advisory Committee/ Governing Council recommendation will be presented to by the Director for the final decision. The fee level will be reviewed annually. Parents/Caregivers will be given at least two weeks' notice of any fee increase.

- Before School Care - \$17.00 per child per session
- After School Care - \$27.00 per child per session
- Early Closures (Last day of each term) - \$35.00 per child per session
- Vacation Care - \$69.00 - \$79.00 full day
- Pupil Free Days - \$40.00 half day sessions \$69.00full day

## NEW FAMILY BOND

\* A \$50.00 bond per child will be charged to families who wish to use the Service, on enrolment, as of Monday 19th July 2021.

\* A receipt will be provided when the bond is received and the amount will be recorded on family's accounts.

\* The bond will be refunded or allocated to fees when a child is withdrawn from the program and written confirmation is received by the centre.

\* All bond funds will be allocated to a liabilities account line in the centres balance sheet. These funds are not to be used for "carrying on" the business of the centre unless bad debts are allocated to it and transferred to the working funds.

## VACATION CARE BOND/BOOKING FEE

A voluntary bond (once off payment) of \$50.00 per child will be charged to families to ensure your bookings are secured for your chosen days,

OR

alternatively a booking fee of \$5.00 per child per day will be credited to your account.

- The bond will be refunded or allocated to fees when a child is withdrawn from the program and written confirmation is received by the centre.

## VACATION CARE CANCELLATION FEE

If bookings are cancelled at any time, the \$5.00 booking fee will be charged to your account. (See 10 Cancellation Policy).

## MISCELLANEOUS FEES

### LATE COLLECTION FEE

From 6.15pm - 6.30pm                      \$20.00

6.30pm till child is picked up - \$20.00 plus wages of Certified Supervisor

(See 5 Late Collection Fee Policy)

### MONTHLY ACCOUNT KEEPING FEE

\$10.00 per month (See 21a Outstanding Debt Policy)

### VACATION CARE - V-SWIM

\$4.00 per child, per day - charged to weekly account (See 12 Children Leaving Program to pursue another Activity and Returning to Program)

### PUBLIC HOLIDAYS / CATASTROPHIC CLOSURES/CLOSURES FOR NATURAL DISASTERS

Families will be charged an Allowable Absence and the Child Care Subsidy will be claimed by the centre and the out of pocket expense will be re-funded to accounts. See Director for more info.

### CHILDCARE SUBSIDY

- \* It is the parents/caregivers responsibility to have their eligibility for Child Care Subsidy assessed by the Family Assistance Office. Child Care Subsidy covers a percentage of your out-of-pocket expenses for approved childcare.
- \* It is parents' responsibility to keep the Family Assistance office informed and any rebates will be applied when assessed by Family Assistance Office.
- \* Child Care Subsidy will be deducted from fees in accordance with Australian Government Services Australia requirements, and determined by Centrelink. (<https://www.servicesaustralia.gov.au/individuals/subjects/child-care>)

- \* Families will only be eligible for Child Care Subsidy if Out of School Hours Care attendance records are accurately completed and signed by the parent/caregiver.
- \* The service will keep parents informed about Child Care Subsidy:
  - advising new families to apply for assessment
  - having application forms to distribute to families
  - reminding families of the need and encouraging them to reapply for reassessment when required
  - charging full fees when a parent does not have a current Assessment Notice.
- \* All documentation relating to Child Care Subsidy will be kept for the specified period of time (see 17 Record Policy)

#### ADDITIONAL INFORMATION

- \* Current fee schedule is available from the Director or the Parent Handbook. Current parents/caregivers will be notified of any changes.
- \* Fees paid by cash may be paid to the Director or are provided to Educators or Fees may be paid by Electric Funds Transfer. These details are provided to families on their weekly account.
- \* Accounts will be emailed, posted or placed in parent pockets each Monday for the previous week's attendance. A dated receipt in accordance with will be provided for each payment.
- \* Sessions of care will be recorded in accordance with Commonwealth requirements. (Regulation 158)
- \* Fee payments will be banked weekly through the Clare Primary School into the OSHC Bank Account. A receipt summary will be printed and included in hand over to school.
- \* Receipts are entered onto Spike software regularly, deducting amount from parents/caregivers bill automatically.
- \* Details of a family's fees and accounts will be confidential and stored per 17 Record Policy. Families may access their own account records at any time, or particulars of fees will be available in writing to parents upon request.
- \* Parents should tell the service of their child's inability to attend as soon as this is known. If notification of the cancellation is not received by 6pm TWO OSHC working days before the booking, parents/caregivers will be charged full fee. In accordance to the Commonwealth this will be nominated as an Allowable Absence. Each child is allowed 42 per calendar year. (See CANCELLATION POLICY)
- \* If Centre is closed due to a Catastrophic event being forecast or occurring fees will be charged as normal. The Child Care Subsidy can be claimed, and parent out of pocket

expenses will be refunded.

\* Parents/Caregivers with overdue fees will be contacted by the Director/Assistant Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. If this is not done, or the arrangements are not kept, the following procedures will apply:

- after one month overdue - a polite reminder will be forwarded to parents/caregivers.
- two weeks later - an urgent stamp will be placed on an overdue account and included with a letter forwarded to the parent/caregiver advising that payment within 7 days is expected. The letter will include a reminder that parents/caregivers are encouraged to discuss payment difficulties and make suitable arrangements to pay with the director/office administrator and that their child will be denied access if not complied with.
- if payment is not received their child(ren) will be denied access.

If payment has not been received within 7 days or no suitable payments negotiated, or negotiated arrangements have not been followed:

- The child(ren) will be denied access to the service until all outstanding debts are paid. (See 21 OUTSTANDING DEBT POLICY)

- OSHC has the right to use Family /Vacation Care Bonds to retrieve any outstanding debts.

- Future bookings will require a \$50.00 bond per child.

\* The Principal/Deputy Principal will be informed when any child has been denied access to the service.

\* If any child/ren do come to OSHC, the child/ren will be escorted to the front office where staff will be informed of the situation and their parents/caregivers and/or emergency contacts will be contacted to arrange the collection of the children from the front office.

Date	Review Type	Description
May 2002	Created	
Aug 2009	Reviewed	
May 2012	Reviewed	
Feb 2015	Reviewed	
June 2017	Reviewed	
July 2018	Reviewed	
May 2020	Reviewed	
May 2021	Amended	Amalgamated 11 Fee Policy, 20 Payment of Fees Policy & 20a Bond Policy
November 2021	Amended	Booking Fee changed from \$2.00 to \$5.00 per child per day
November 2023	Amended	Before School Care changed from \$15.00 to \$17.00 After School Care changed from \$24.00 to \$27.00 Early Closure changed from \$31.00 to \$35.00 Vacation Care - take out \$40.00 half-day session, changed from \$65.00 - \$75.00 to

		<p>\$69.00 to \$79.00</p> <p>Pupil Free Day changed from \$65.00 to \$69.00</p>
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