

**LAKES ENTRANCE PRIMARY SCHOOL COUNCIL – OSHC**

**PAYMENT OF FEES POLICY**

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| **PURPOSE**  This policy provides information to parents and carers on the fees payable, relevant subsidies and administration associated with OSHC service fees. |

**Policy**

Lakes Entrance Primary School Council Outside of School Hours Care (OSHC) is a not-for-profit service that is committed to accurate, timely and legally compliant financial administration to ensure the financial viability of its OSHC service.

The cost of attending our service contributes to the running cost of the program including but not limited to staff salaries, staff training, equipment maintenance and replacement, incursion/excursions, office materials, cleaning, food, and children’s activity resources.

**Lakes Entrance Primary School Council OSHC is committed to:**

* Providing a quality service at an affordable price so that all children have a right to access our service, regardless of economic status, cultural background, or disability
* Ensuring that families and carers are provided with information about the Child Care Subsidy (CCS) application process
* Ensuring that families and carers are provided with information about service fees, payment statements, payment methods and information about financial support
* Maintaining accurate and up to date financial records in accordance with the Confidentiality of Records Policy
* Identifying equitable solutions that address fee payment barriers for families or carers to sustain positive impacts gained for children in the service. This includes payment plans where appropriate
* Working with the School Council to sustain a sufficient income that ensures the viability of the service

**Lakes Entrance Primary School Council is responsible for:**

* Complying with the Australian Government requirements as an approved service for the Child Care Subsidy (CCS) System
* Regularly reviewing the service fees with School Council input based on OSHC service income and expenses, as required
* Updating policies and procedures based on any industry changes to fee requirements
* Complying with the online CCS system reporting requirements
* Providing families and carers with information about changes to fees in writing and with 14 days’ notice as per Australian Children’s Education and Care Quality Authority (ACECQA) requirements
* Providing families with statements via email in advance of the payment due date
* Training of OSHC staff to be aware of the requirements to meet CCS system reporting requirements and fee payment procedures
* Referring families to Centrelink for questions related to the calculation and allocation of CCS or the Additional Child Care Subsidy (ACCS) to families.

**Families or Carers are Responsible for:**

* Checking eligibility for CCS through Centrelink and if eligible, lodging CCS application to receive their eligible fee reductions
* Provide Lakes Entrance Primary School Council OSHC with accurate Customer Reference Number (CRN) details for the purpose of the CCS system, as required
* Updating Centrelink should the family circumstance change and this impact CCS
* Payment of session fees for the care of their child / their children on a regular fortnightly basis
* Ensuring any outstanding payments are finalised prior to the end of school term. If the account balance is not at nil, future bookings may be affected
* Ensuring that the OSHC service is made aware of any delays to paying fortnightly fees on time
* Providing evidence e.g. a medical certificate, when your child / children are absent from the service. This evidence can be used to ensure payment from the CCS depending on entitlements.

**Session Fees**

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| **Session** | **Times** | **Price** | **Includes** |
| Before School Care | 7.00 – 8.30 am | $20 | Breakfast |
| After School Care | 3.30 – 6.00 pm | $25 | Afternoon Tea |
| Pupil Free Day  (excluding school holidays and public holidays | 7.00 – 8.30 am  3.30 – 6.00 pm | $20  $25 | Breakfast  Afternoon Tea |

**Other Fees**

* **Late Collection Fees**
* Whenever practical, a parent or carer should advise they will be collecting their child late by calling the OSHC service so their child can be notified
* A late collection fee will be incurred if the child has not been collected by 6.00pm. This is equated as $5 per child per 5 minutes until your child is collected
* A late collection fee is not covered by CCS
* Continual late collections may result in changes to your regular bookings. The OSHC Nominated Supervisor will discuss these decisions directly with the parent or carer.
* **Non-Attendance Fees**
* Families or carers will still be charged for their booking when a child does not attend a booked session and no notification is given
* Families or carers must also note that the Child Care Subsidy cannot be applied for these sessions that are considered ‘no shows’.
* **Cancellation Fees**
* Notice periods of 24 hours will need to be adhered to. These notice periods are applicable when making cancellations to service bookings
* If notice periods are not met, the service fee will be charged as usual with CCS applied unless a medical certificate has been provided.
* **End of Term Fees**
* Extended hours of care may be result in an increased fee to regular After School Care or casual After School Care bookings for the last day of term due to the session starting earlier.

**Payment Method Procedure**

* Service fees are payable from the agreed commencement date elected at enrolment
* The preferred payment method OSHC sessions at Lakes Entrance Primary School Council OSHC is direct debit
* Parents or carers are required to provide bank details when enrolling their child to allow direct debits to commence
* Parents or carers will receive their statement with a payment due date to a nominated email address on either a weekly or fortnightly basis as per parent request
* Payments will be withdrawn by Lakes Entrance Primary School OSHC via direct debit, usually on a Thursday from the bank that was nominated at enrolment
* Direct debits occur on a fortnightly basis for the previous two weeks
* Parents may elect to arrange part payments or pay for the service in advance, provided this is discussed directly with the OSHC Nominated Supervisor
* Parents are to be mindful that additional fees may be applied per session, i.e. non-attendance fees, late collection fees. These additional fees will be evidenced in the fortnightly statement that is emailed. Additional fees are outlined below under ‘Other Fees’
* Cash or cheques will only be accepted in rare circumstances provided these circumstances are discussed directly with the OSHC Nominated Supervisor in advance.

**Overdue / Dishonour Procedure**

* Lakes Entrance Primary School Council OSHC relies on prompt payments so that our service remains viable and Lakes Entrance Primary School Council OSHC understands that payment issues and delays may arise
* Whenever possible, families with overdue fees are encouraged to inform the OSHC Nominated Supervisor of payment delays or financial hardship so that options for assistance can be arranged
* Families that cannot afford fees will be provided with information on avenues of financial support, including Special Childcare Assistance
* The following dishonours or overdue payment procedure will be adhered to:
* No payment received on due date or a dishonour occurs post direct debit; a written reminder will be sent within 24 hours encouraging the payment to be finalized within 7 days.
* No payment received after seven days past due date; a second written reminder will be sent to the nominated contact on the enrolment form. Written reminder will include the offer to discuss payment difficulties directly with the OSHC Nominated Supervisor. A follow up phone call will be held between the contact on the enrolment form and the OSHC Nominated Supervisor to discuss all payment options
* No payment received after two weeks past due date; a letter will be issued advising that all OSHC bookings are revoked until payments are made. The offer to explore payment plans with the school will be discussed with the OSHC Nominated Supervisor or Person with Management or Control. Avenues of financial support will be explored
* Lakes Entrance Primary School Council reserves the right to engage a debt collection agency to collect outstanding fees overdue more than 4 weeks
* OSHC services may not recommence until such time as an account balance returns to nil balance after two weeks overdue *or* a payment plan has been set up with input from the OSHC Nominated Supervisor or Person with Management or Control.

**Refund Procedure**

* Refunds will be arranged when a family or carer has paid for a service session that they no longer wish their child to attend provided the below listed notice period has been adhered to
* Families and carers may choose to be reimbursed or refunded or keep their payment as credit for future sessions.

**Definitions**

**Additional Child Care Subsidy (ACCS):** The Additional Child Care Subsidy (ACCS) is a top-up payment in addition to the Child Care Subsidy (CCS) and, except for the ACCS (transitioning to work); it will cover all of a child’s child care fees in most cases. ACCS includes four elements: ACCS (child wellbeing) – for families who require practical help to support their children’s safety and wellbeing ACCS (grandparent) – for grandparents who are primary carers of their grandchildren ACCS (temporary financial hardship) – for families experiencing temporary financial hardship ACCS (transition to work) – for families transitioning from income support to work.

**Child Care Subsidy (CCS):** Child Care Subsidy (CCS) is designed to assist eligible families with the cost of accessing approved and registered childcare services, by subsidising some of the cost.

**Child Care Subsidy System (CCSS):** Is the interface for families and childcare providers. The CCSS manages the payment and administration of the Child Care Subsidy (CCS), including recording attendance times, which was mandatory from January 2019

**Roles and Responsibilities**

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| **Department/Role** | **Responsibility** |
| Educators and Supervisors | Person with Management or Control, Educators, Supervisors, Nominated Supervisor/Educational Leader will oversee the implementation and service adherence to this policy  All Educators are responsible for the daily implementation of the policy when directly supervising children. |
| Parent or Carers | As account holders, parents or carers must ensure they fulfil their payment obligations and provide their banking details prior to their child starting care, as required. |
| School Council / Principal | Provide official sign off on the Policy |

**Policy Review**

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Lakes Entrance Primary School Council OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g. parents, school community etc. will also inform policy updates and review.

**Legislation and Standards**

* [Education and Care Services National Law Act](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/B73164FE5DA2112DCA2577BA0014D9ED/$FILE/10-069a.pdf) 2010
* [Education and Care Services National Regulations](https://www.legislation.nsw.gov.au/#/view/regulation/2011/653) 2011
* [National Quality Standards](https://www.acecqa.gov.au/nqf/national-quality-standard) (Quality Area 2: Children’s Health and Safety)
* [Family Assistance Law](https://www.dese.gov.au/family-assistance-law)
* [Children’s Services Regulations 2009](https://www.education.vic.gov.au/Documents/childhood/providers/regulation/ChildrensServicesRegulations2009.pdf)
* [Education and Care Services National Regulations 2011](https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653)

**Supporting Documents**

* [Immunisation and Health Check Requirements for Family Tax Benefit](https://www.dss.gov.au/our-responsibilities/families-and-children/benefits-payments/strengthening-immunisation-for-young-children)
* [Child Care Subsidy (CCS)](https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy)

**Staff Acknowledgement**

I acknowledge:

* receiving the Lakes Entrance Primary School Council OSHC Payment of Fees Policy;
* that I will comply with the policy; and
* that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

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| Your Name: |  |
| Signed: |  |
| Date: |  |
| Lakes Entrance Primary School Council OSHC | Date: |

**Review Date**: April 2022

**Signed:**

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**Principal School Council President**

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| Ratified by School Council | Date: 11 /05/ 2021 | Signed: |