



Pinnacle College

Outside School Hours Care
Payment of Fees

Document Details

Publication Date	14/04/2023
Review Date	29/03/2024
Related legislation	Australian Children’s Education and Care Quality Authority Standard 7.1, Education and Care Services National Regulations 170, 172
Policy officer position	OSHC Coordinator
Applies to	Pinnacle College OSHC
Status	Approved
Policy Officer	Allison Paterson
Approval date	15/05/2023

Policy Statement

We are committed to providing all families the opportunity to enrol their children at our service, with a clear, transparent, fair and inclusive fee structure.

Background

The *Education and Care Services National Regulations* require approved providers to ensure their services have policies and procedures in place for the payment of fees and the provision of a statement of fees charged by the service.

Procedure

a) Child Care Subsidy (CCS)

- Eligible families can receive the Child Care Subsidy (CCS). Families who are eligible for the Federal Government’s Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, families must first register with the Family Assistance Office and complete the Activity Test through Centrelink.

b) Bookings and cancellations

- Each family is required to select one of the provided sessions for out of school care.
- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form in full.
- Families wishing to cancel their child's place at the service are required to provide 48 hours' notice to the Nominated Supervisor.

c) Absences

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences.

d) Service closure

- No fee is charged while the service is closed over the Christmas/New Year period.

e) Payment of Fees

- Pinnacle College OSHC uses the FullyBooked CCMS system which is a package specifically designed to process bookings, attendances and fees.
- Statements are sent out weekly via the parent's email.
- Fees are payable for sick and absent days if you have not notified the service outside of the 48-hour cancellation policy if those days fall on a day that a child is booked into the service.
- The service will provide families with information about approved and allowable absences and will adhere to the Child Care Management System (CCMS) in relation to absences. This is available weekly on your child's FullyBooked system.

- Failure to pay unpaid fees may result in debt recovery action being taken unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.
- Pinnacle College OSHC uses the FullyBooked CCMS system. The system includes the government child care subsidy and fee gap is charged to parents.
- All parent's must use the "Ezydebit" direct feature – this is part of the FullyBooked system. Parents will be required to attach a debit or credit to their account. If an account is set up without an attached card will not have access to the centre and all bookings will be cancelled.

f) Overdue Fees

If no previous arrangements have been made regarding overdue the centre will:

- *After 1 week overdue:* Management will email or call the parent to ascertain when the account will be paid.
- *After 2 weeks overdue:* Written notification will be sent informing the parent that bookings for attendance are dependent on fees being paid.
- *After 3 weeks overdue:* \$10 late payment fee will be applied to the account per every week the account remains outstanding.
- *After 4 weeks overdue:* Personally approach the parent and make an appointment to discuss the problem and let them know that their child's placement will be terminated.
- If the above procedures are not effective, details of unpaid fees should be referred to the Management to commence debt recovery procedures.

g) Late collection fee

- The service operates from:
 - Before School Care 7:00am – 8:30am
 - After School Care 3:15pm – 6:00pm

- Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee will apply.
- A late collection fee will be charged to parents for each child not collected from the centre by closing time. (\$2 per minute for the first 5 minutes, then \$5 per minute thereafter)
- The hours and days of operation of the service will be displayed prominently within the service.
- In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.
- If a parent continues to collect their child after 6pm, the OSHC Coordinator will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

h) Confidentiality

- All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

i) Increase of fees

- The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase.

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<p><u>Hours of Operation</u></p> <p>Before School Care 7am to 8:30am</p> <p>After School Care 3:15pm to 6pm</p> <p>School Holidays/Pupil Free Days Not Open</p>	<p>Fees</p> <p>Before School Care \$17.00</p> <p>After School Care \$28.00</p> <p>Fees <u>prior</u> to Government subsidy gap</p>