

## 10.4 Fees Policy

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Townsville Central Outside School Hours Care aims to provide a quality service to families at an affordable price. The Approved Provider (Townsville Central State School P&C Association) will set fees based on the annual budget required for the provision of quality childcare in keeping with the service's Philosophy Statement and Policies and Procedures.

### Purpose

In order for Townsville Central Outside School Hours Care to provide a quality service it is necessary to ensure timely payment of fees.

### Relevant Laws and other Provisions

The law and other provisions affecting this policy include:

- Australian Government Department of Education Children's Services Handbook
- National Quality Standards (NQS) Area 6.1.1, 6.1.3, 6.2.1, 7.1.2, 7.13
- Policies:
  - 2.14 – Bookings and Cancellations Policy
  - 2.4 – Arrival and Departure Policy
  - 3.5 – Excursions Policy
  - 9.2 – Enrolment Policy
  - 9.3 – Communication with Families Policy
  - 10.17– Strategic Planning Policy

### Definitions

- ❑ **Permanent Bookings:** A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasions per month.
- ❑ **Casual Bookings:** Care used on a day by day basis (no permanent booking) and/or is booked less than 7 days for when the care is required.
- ❑ **Vacation / Student Free Day Care – Booked:** Care booked at least 7 days prior to commencement of school holidays and/or student free day.
- ❑ **Vacation / Student Free Day Care – Casual:** Care booked less than 7 days prior to commencement of school holidays and/or student free day.
- ❑ **Parent:** the person legally responsible for the child enrolled at Townsville Central Outside School Hours Care who has completed and signed the enrolment documentation.  
(i.e. parent, step/foster parent, guardian, caregiver or grandparent)

## Fees

All fees are set by the Approved Provider and take into account affordability, regulatory requirements regarding staffing ratios and quality of care.

Permanent bookings shall be entitled to a reduced fee and casual bookings will attract a higher fee due to the nature of the booking and the irregular attendance pattern associated with this type of booking. This fee structure also applies to Vacation / Student Free Day Care.

<b>Before School Care</b> (includes breakfast)	Permanent	\$16	
	Casual		\$19
<b>After School Care</b> (includes afternoon tea)	Permanent	\$28	
	Casual		\$38
<b>Vacation / SFD Care*</b> (includes most meals)	Booked		\$53
	Casual		\$63

\*Additional costs may apply for excursions or special event days. These costs and any food requirements will be advised on booking/permission forms

## Late Collection and Early Drop Off Fee

The service's operation times are regulated and must be strictly followed to ensure compliance and legal obligations are met.

- All children using Before School Care **MUST be signed in** by the parent delivering the child to care.
- All children being collected from After School care **MUST be signed out** by the parent collecting them from the centre.

Families are urged to ensure their children are dropped off at the correct time and collected by closing time. Families who collect their children late (or drop them off early) will be given a warning in the first instance. Repeated occurrences will incur a fee **per child** which will be charged to the account.

Before School Care opens 6.45am	<b>Early drop off fee</b>	<b>\$15</b> (per child)
After School Care closes 6.00pm	<b>Late pick-up fee</b>	<b>\$20</b> for the 1 <sup>st</sup> 10minutes, <b>\$ 1</b> for each minute after (per child)

The above rates will also be applied to Vacation Care and Student Free Days.

## Child Care Subsidy

The Australian Government may provide financial assistance towards the cost of care by way of the Child Care Subsidy introduced 2<sup>nd</sup> July, 2018. It is available to parents, foster parents, grandparents or guardians who meet the eligibility requirements and have a child in care who is attending a child care program approved by the Government.

Parents can apply to receive this subsidy by completing a Child Care Subsidy assessment with Centrelink. It is the responsibility of the parent to apply for the subsidy through their MyGov account and provide the relevant information when completing the enrolment form.

Until CCS has been approved and payments have commenced, we will require full payment of a child's fees. When CCS payments are received by the OSHC service they are applied directly to the families account as a deduction of fees.

The OSHC Co-ordinator will keep parents informed about the availability of/changes to Child Care Subsidy by:

- Advising all parents of the ability to apply for CCS through MyGov/Centrelink when the Co-ordinator initially meets with parents
- Keeping the Family Handbook and other relevant documents updated
- Emailing all families any relevant information if/when received from Department of Education / Department of Human Services.

## Statement of Accounts

A Statement must be issued by the service for each child receiving Child Care Subsidy as reduced fees, as per the Australian Governments Child Care Service Handbook. (A copy of which is held at the service for access by parents and other genuinely interested persons)

A Statement of Account will be issued each week to all families and **will include 1 week advanced bookings**. These statements will be emailed to the email address provided on the enrolment form. If a paper copy is required, arrangements can be made with the OSHC Co-ordinator.

The statement will show date of attendance (actual and pre-booked) , fee charged, CCS payments, payments received and account balance.

It is expected that any **outstanding amounts** are **paid immediately**.

## Payment of Fees

Fees are to be paid for all booked days by the last day of the week they are issued **each week**.

Accounts **must** be kept at least one (1) week in advance.

The following payment methods are accepted at the service:

- EFTPOS
- Direct Debit
- Internet Transfer
- Centrepay – arrangements to be made with OSHC Co-ordinator

All Direct Debits and Internet transfers **MUST** show the child's surname as a reference.

Bank Account details will be clearly displayed on Statement of Accounts.

The OSHC Coordinator will ensure all payments are receipted to accounts within 2 days of being banked.

## Overdue Fees

If an account has an outstanding fee over \$50, or where no payment has been received for at least 2 weeks;

- In the first instance, the OSHC Co-ordinator will remind the parent verbally and record when the parent has agreed to pay the amount
- If the payment has not been received by the agreed date, written notification from the OSHC Co-ordinator will be sent.
- **An overdue fee of \$25** will be charged to any account with an outstanding balance exceeding 30 days, where there has been no prior payment arrangement made with the OSHC Co-ordinator.
- If OSHC Co-ordinator has been unable to establish a payment arrangement or an agreed arrangement has not been maintained, the parent will be contacted by the Approved Provider where the terms of payment are discussed and parents informed that continued enrolment with the service is dependent on the payment of outstanding fees.
- The Approved Provider may, in its discretion, exclude the child (either temporarily or permanently) from attending the service further if requirements/payments have not been met as advised/agreed under the previous paragraph.
- A debt collection agency may be used if payment of fees has not been received.

**Any expense related to collection of fees will be passed on to the parent (debtor)**

## **Cancellations and Refunds**

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to said policy.

If a family has permanently cancelled care and the account is in credit, they must provide written instructions to the Co-ordinator indicating either;

- A refund of fees is required and provide bank account details for transfer; or
- The credit funds are a donation to the centre

A refund request will be processed within 2 days of receiving the last CCS Session Report for the requesting family.

Date of Development	Date of this Review	Date of next Review
2014	Sept 2018	2019
Sept 2018	Nov 2018	Dec 2019

Approved by the P&C Association on 23 / 10 / 2018 by way of General Meeting – Agenda Item 4.4