



LOCKLEYS NORTH OUT OF SCHOOL HOURS CARE PROGRAM ***providing care for kids and service to families***

4.FEES POLICY OVERVIEW

Lockleys North OSHC Service aims to provide a quality Out of School Hours Care 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 operator/management committee each year, on completion of the annual budget and according to the service's required income.

Note:*Services operated by department governing school councils follow financial management procedures outlined in the Financial Management Policy.

- The LNPS Governing Council will set the required fee level to meet the budget for the next year. The OSHC Advisory Committee's recommendation will be presented to the LNPS Governing Council for the final decision. The fee level will be reviewed annually. Parents will be given at least two weeks' notice of any fee increase.
- Fees will be paid to the director in advance. A dated receipt in accordance with Commonwealth Department of Health and Family Services Guidelines will be provided for each payment.
- Hours/sessions of care will be recorded in accordance with Commonwealth requirements.
- Casual emergency care is to be paid for in full at the time of care.
- Fee payment will be recorded according to Commonwealth Department of Health and Family Services Guidelines.
- Details of a family's fees and accounts will be confidential and stored appropriately. 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 notify the service if their child is unable to attend as soon as possible.

Child Care Benefit

- It is parents' responsibility to have their eligibility for Childcare Benefit assessed by Centrelink.
- Childcare Benefit will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- Families will only be eligible for Childcare Benefit if Out of School Hours Care attendance records are accurately completed and signed by the parent.
- The service will keep parents informed about Childcare Benefit and Childcare rebate by:
 - - 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 Childcare Benefit and Childcare Rebate will be kept for the specified period of time and made available to Commonwealth department Officers on request.

Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, should notify the OSHC Director and may be assisted where possible and/or provided with information on other possible avenues of financial support, including Special Childcare Benefit.

Parents with overdue fees will be encouraged by the director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:

- Once an account is overdue the account holder will receive a phone call/ e-mail/ text message to their mobile phone
- Accounts that have not been brought up to date after 28 days will receive an invoice with a 'friendly reminder' attached. Children of the account holder will not be accepted at the service until the outstanding fees are paid in full.
- If the account is not brought up to date by the next billing system you will receive a final notice. If payment is not received within 7 days you will receive a letter requiring urgent action which will then be forwarded to the debt collector.

OUT OF SCHOOL HOURS CARE FEE STRUCTURE

Before School cancellations will incur a full fee charge if not cancelled two weeks in advance	Operating hours	Fee
Before School Care permanent booking	7am-8.30am	\$14.00
Before School Care casual booking		\$20.00
Should a place be available - Non Booked session is an additional charge for attendances with no prior booking (walk ins)		\$24.00

After School cancellations will incur a full fee charge if not cancelled two weeks in advance	Operating hours	Fee
After School Care permanent booking	3.10pm-6.00pm	\$24.00
After School Care casual booking		\$30.00
Should a place be available - Non Booked session is an additional charge for attendances with no prior booking (walk ins)		\$34.00

Early Dismissal cancellations will incur a full fee charge if not cancelled two weeks in advance	Operating hours	Fee
Early dismissal Care extended session permanent booking	2.10pm-6.00pm	\$28.00
Early dismissal Care extended session casual booking	2.10am-6.00pm	\$34.00
Should a place be available - Non Booked session is an additional charge for attendances with no prior booking (walk ins)		\$38.00

Vacation Care booking cancellations will incur a full fee charge if not cancelled two weeks in advance	Operating hours	Fee
Vacation Care booking	7.00am-6.00pm	\$60.00
Pupil Free days/ School Closures bookings		\$60.00
A Non-Refundable deposit will be charged per day per child		\$15.00
Vacation Care cancellations will incur a full fee charge if not cancelled two weeks in advance		

Late Collection Fee - UPDATED Sep 2016	After hours	Fee
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When children are not collected by 6.05pm, a late service fee of \$15.00 will apply. In this circumstance parents/carers will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educator remains at the workplace. Should Children not be collected by 6.30pm, Crisis Care or the police may be contacted to collect your child/ren.	6.05pm	\$15.00
	After 6.05pm	2 x additional fee at 1.5hr rate.

Due to increasing cost, fees are reviewed regularly and are subject to change, parents will be notified prior to these changes taking place. (We are GST free)

NQS- The National Quality Standards allows our service to adopt approaches that are most appropriate to children being educated and cared for at our service

QA 6	6.1	Respectful supportive relationships with families are developed and maintained
	6.1.1	There is an effective enrolment and orientation process for families
QA 7	6.2.2	Current information is available to families about community services and resources to support parenting and family wellbeing
	7.3	Administrative systems enable the effective management of a quality service
	7..3.2	Administrative systems are established and maintained to ensure the effective operation of the service

National Regulations

Reg 168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
181	Confidentiality of records kept by approved provider
183	Storage of Records and other Documents

My Time, Our Place

Outcome 1	Children feel safe, secure and supported
Outcome 3	Children become strong in their social and emotional wellbeing
Outcome 5	Children interact verbally and nonverbally with others for a range of purposes

Related Policy

- 1 Mission Statement, Philosophy, Children’s Vision Statement, Parents Vision Statement, Hours of Operation, OSHC Program
- 2 Access to Service Policy
 - 2A. Enrolment policy
 - 2B. Booking policy
 - 2C. Arrival, Collection & Departure of children procedures
 - 2D. Authorisation for Collection Children Policy
 - 3A. Financial management policy
 - 4A. Cancellation policy
 - 4B. Outstanding Debt policy
 - 4C. Late Collection policy

Review

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: July 2015

Date reviewed: September 2016