

Glen Osmond Primary School Outside School Hours Care



POLICY DOCUMENT

<h3>FEES</h3>

FEES

BACKGROUND

OSHC services are generally operated as not-for-profit businesses. Approved services receive an allocation of Child Care Benefit places and these must be managed in accordance with Australian Government legislation (refer to the Child Care Service Handbook at www.acecqua.gov.au).

The Approved Provider of the service has the legal responsibility for ensuring that there are sound practices in place to manage the fees and related income and expenditure of the OSHC service. OSHC services have limited opportunities to source funds other than fee income. Therefore, the development of a service and its facilities must be addressed by planning and making provisions within the operational budget of the service.

POLICY STATEMENT

Glen Osmond Primary School OSHC service sets fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The annual budget is ratified by the Approved Provider annually, or as necessary, and monitored carefully throughout the year.

Our service uses Spike software which is a package specifically designed to process bookings, attendances and produces invoices to show family fees. This package is approved for the Australian Government by the Department of Education, Employment and Workplace Relations.

The service will support families by providing relevant information as it becomes available but families must be responsible for liaising with the Family Assistance Office as needed. Families are reminded that the service is unable to communicate with the FAO with regard to details of their CCB or CCR. This is a confidentiality matter for all parties.

RELATIONSHIP

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/Guidelines
168	7.3	Enrolment and Orientation Policy Complaints Policy	Australian Government Child Care Service Handbook
		Governance and Management Policy	

HOW THE POLICY WILL BE IMPLEMENTED

GENERAL

Fees (Annexure A)

Payment of Fees

Glen Osmond Primary School OSHC is committed to providing efficient account-keeping practices. We rely on families to pay their fees on time in order to be a viable service. **Fees are payable fortnightly either in person at the school Front office, via the school website or by phoning the school or OSHC with credit card details.**

Once an Account reaches \$300, bookings will be suspended until the account is either reduced or paid in full.

If families have a query with their account they can raise their issues with the OSHC office either by phone, in person or email.

It is an expectation that accounts be brought to a nil balance by the end of the school year.

Issuing of Accounts

Families will receive a weekly invoice by email (to the email address provided on the enrolment form) at the beginning of the new week, as a regulatory requirement

Overdue Payment of Account Fees and Procedure

Families are encouraged to discuss any difficulties that they may have in paying fees with the Director, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.

Debt Recovery \$200 bond

If a family is sent to our Debt Recovery Service for debt recovery, and the family then pays in full their outstanding account and they then wish to re-enter the program, then a bond of \$200.00 will be applicable.

Confidentiality of Accounts

All records will be kept confidential and stored appropriately. Financial information regarding families' accounts will be available upon request.

Childcare Fee Assistance

The Australian Government provides assistance to eligible families to reduce the out-of-pocket costs of child care. There are different types of financial assistance to help with the cost of placing children in child care. The main payments families may be eligible for are:

- Child Care Benefit
- Child Care Rebate
- Jobs, Education and Training Child Care fee assistance
- Grandparent Child Care Benefit
- Special Child Care Benefit.

More information is available on <http://www.mychild.gov.au/pages/CCInformation.aspx#>

Child Care Benefit (CCB) and Child Care Rebate (CCR) can be applied to your account. We need to be provided with individual customer reference numbers from the eligible parent/caregiver and child/ren. Families need to apply to Centrelink for Customer Reference Numbers (CRN). Centrelink applies fee reduction directly into the families account. Any queries with CCB or CCR require the family to contact Centrelink direct.

BOOKINGS AND CANCELLATIONS

Each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure that the service is prepared with resources, training and staffing to meet the children's needs. The program and educator rosters are based on bookings and so the service will charge fees for booked care that is not used.

Bookings are essential to ensure that for any given session there is a list of children booked for care so that educators can accurately check attendances and efficiently follow up any booked children who do not arrive.

DEFINITIONS OF PERMANENT AND CASUAL BOOKINGS

A PERMANENT BOOKING is defined as an ongoing booking for a minimum of ONE TERM. **At least one week's notice is required to avoid cancellation charges.**

A CASUAL BOOKING is defined as a booking that is NOT permanent and is booked on a week-to-week, day-to-day basis. Any casual cancellations will be charged at the **full fee**.

Emergency Care

We will accept a student without an enrolment form who has not been collected from school at 3.10pm, providing it does not compromise our staff to child ratios and that the school provides us with their current enrolment information, any healthcare plans and medications. This will be done as a one-off ONLY.

Allowable Absences

Allowable absences are those that occur where the child is absent from care for any reason that does not meet the criteria for an approved absence, and it is a day on which care would normally be provided. There is a limit of 42 allowable absences per child in each financial year, regardless of the number of services used. Once the initial 42 absence days have been exhausted Child Care Benefit will also be payable for absences taken for specified reasons and where supporting documentation is provided (where required).

The purpose of allowable absences under the family assistance law is to enable families to receive CCB in certain circumstances where care is not provided. However, these circumstances do not include days after a child ceases to receive care. Please note that our service continues to charge families for a two week period from the time notice is given indicating the child's departure which may include after a child physically ceases care. Therefore, CCB is not payable on the days charged after the child physically ceased care and the family is responsible for the total amount of the fees. More information is available on <http://www.mychild.gov.au/>

PENALTY FOR LATE COLLECTION

It is a requirement of the current Children's Services Award that a late payment fee is applied after 6pm on any night (being the time we are licensed until). Any parent who collects their child after 6.00pm will be charged \$10 per 10 mins or part thereof. Special circumstances will be given consideration in relation to collection of late fees, but a fee will still be applicable at the Director's discretion using \$1.00 per minute as the minimum fee.

Wherever possible, parents should advise the centre when they will be late to collect their child.

If a parent continues to collect their child after 6.00pm, the Director will need to discuss other care options with them, and suitable arrangements made or the child's place in the centre will be cancelled.

BUDGET

The Service fees are set to meet the budget for each financial year. The OSHC Advisory Committee, in conjunction with the Director, Principal and school Finance Office, will develop the annual budget detailing annual estimated income and expenditure. The final budget will be ratified by the School Governing Council.

There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of 14 days notice of any fee increase.

FINANCIAL MANAGEMENT

Roles and Responsibilities

- **Financial Reports** will be given to the Advisory Committee by the Director once a term, the School Board and the Service Provider once a month by the school bursar and these reports will be acknowledged and recorded in the minutes.
- **Wages** will be paid fortnightly. Time sheets will be processed by the Director or appointed staff member and sent to the school office to pay the staff members
- **Staff Records and Entitlements** will be maintained by the Director and school Finance Officer.
- **Accounts** will be paid by the school Finance Officer upon receipt of a Reimbursement of Funds form from the service.
- **Auditing of Accounts** will occur on an annual basis with the schools audit and auditor's reports and recommendations will be given to the Service Provider for their endorsement.
- **Expenditure** by the service must fall within set amount of the budget (monitored by OSHC Director). Purchases for large amounts will need approval by the Advisory Committee or Principal.

Financial Records

Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Australian Government officers.

Financial records will comply with:

- Any agreement with the Australian Government in respect to Child Care Benefit and grants for Outside School Hours Care Services.
- Other Australian and State Government legislation, such as *Income Tax Assessment Act 1936* (Australian Government), *Superannuation Guarantee Charge Act 1992* (Australian Government), and relevant industrial Awards and organisational policy.
- The requirement to keep an assets register, including all items over \$100 owned by the service.

DEBT MANAGEMENT

Our Service relies on the fees to cover operational costs. It is important that fees are collected regularly so that staff can be paid and other expenditures met.

Confidentiality will be maintained at all times with the debt recovery process.

If a family has an outstanding account sent to the debt collector for fee recovery, then the family is responsible for any other fees associated with the debt recovery. Our provider will be notified when a family has been denied access to our Service because their account has been processed for debt recovery.

RESOURCES/REFERENCES

- DECD Gold Book at www.decd.sa.gov.au/goldbook/pages/home/home/?reFlag=1

ANNEXURE A

Glen Osmond Primary School OSHC Fees as 1.2.2017

Before School Care	\$12.00	(Casual booking \$15.00)
After School Care	\$20.00	(Casual booking \$25.00)
Early Finish 1.00pm	\$30.00	
Early Finish 2.00pm	\$26.00	
Pupil-Free Day	\$55.00	
Application Fee	\$30.00	for new families (per child)
Bond Fee	\$200.00	only applicable to families being sent for debt recovery