

[D5.1]	OOSH and Children's Programs Fee Policy
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Applies to: Board/Management Committee, all staff
Specific responsibility: OOSH Administrator/Nominated Supervisor

Version: 4
Date approved: 6.1.2020
Next review date: 30.6.2020

Policy context: This policy relates to the collection of fees for the Kariong Out of School Hours Care.	
Links to Regulations and Law	<ul style="list-style-type: none"> • Education and Care Services National Regulations <ul style="list-style-type: none"> ○ Regulation 168 – Education and care service must have policies and procedures ○ Regulation 170 – Policies and procedures to be followed
Links to National Quality Standards	<ul style="list-style-type: none"> • Quality Area 6 Collaborative partnerships with families and communities <ul style="list-style-type: none"> ○ 6.1.3 – Families are supported • Quality Area 7 Governance and Leadership <ul style="list-style-type: none"> ○ 7.1.2 – Management Systems
Linked Policies	<ul style="list-style-type: none"> • OOSH Fees Procedure • OOSH Daily Attendance • Vacation Care Booking Procedure
Templates and forms	<ul style="list-style-type: none"> • \\fileserver\Team Drive\Children's Services\OOSH\Enrolment Info\OOSH ENROLMENT Complying written agreement 2019.pdf • ..\..\OOSH\Communication to parents\DIRECT DEBIT FORM.docx • \\fileserver\Team Drive\Children's Services\OOSH\Enrolment Info\KNC OOSH Parent Handbook - June 2019.pdf

Policy Statement

Education and Care services must comply with the Education and Care National Regulations and the National Quality Standard in the way they manage the collection of fees, and inform parents about this process including any pending changes to the fees.

This Policy details the Service's procedures in relation to fees, methods of payment and associated provisions.

Procedure

- The Service's abridged *Fee Policy* is given to parents on enrolment via the Parent Handbook, relevant to the program the family is enrolling into.
- The Service's Fee Policy is available to all families on the Kariong Neighbourhood Centre Website at knc.net.au
- Parents are advised to contact the Family Assistance Office directly to determine their eligibility for Child Care Subsidy (CCS) before the child commences at the Service.
- Kariong Out of School Hours Care as well as Little Big School is approved to offer (CCS) to eligible families. This payment is based on your family income and calculated on the amount of hours you need to utilise the Service or program. Information on how to apply for CCS is available at The Centre or at www.humanservices.gov.au.
- An enrolment fee of \$30 per child required when lodging an initial enrolment form for Out of School Hours Care. The enrolment fee for Little Big School is \$12 per year. These fees are non-refundable and payable at time of enrolment. There is no enrolment fee for Active Playgroup.
- A resource levy of \$20 per family is required at the beginning of each financial year for Out of School Hours Care and/or Vacation Care. This fee is non-refundable and will be added to your account during the first week of July each year. If you enrol after this time, this resource levy will be applied at time of enrolment.
- The fee schedule as at 1st August 2019 is as follows:
 - \$20 for Before School Care per session
 - \$27 for Afternoon School Care per session
 - \$21 Casual Before School Care per session
 - \$28 Casual After School Care per session
 - \$65 for Vacation Care per day. An additional fee may apply for excursions. This will be listed on the program
 - \$12 for Little Big School per session
 - \$5 for Active Playgroup per session
 - \$1 for each additional child attending an Active Playgroup session

A late fee of \$20.00 per child per quarter hour or part thereof, will be charged for any child collected later than the Service's closing time.

- Fees for Before School Care, After School Care and Vacation Care are to be paid via iPay, the direct debit fee paying system provided through our Child Care Subsidy System (CCSS) software, Hubworks. You are able to nominate your payment frequency, and day of the week for payment. Any changes to this must be communicated in writing either via email or on an updated Direct Debit Form. Your minimum payment amount must cover your weekly gap fee amount and this will be adjusted accordingly with any changes to attendance patterns.
- Fees for Little Big School and Active Playgroup are payable at reception at the Kariong Neighbourhood Centre, prior to the session beginning. These fees can be paid via cash or EFTPOS.
- Any additional casual sessions required are to be paid for at the time of booking or no care can be provided. These fees can be paid for via the onsite EFTPOS facility, or via Hubworks and the iPay direct Debit system.

- Casual bookings for Before or After School Care will be charged at full fees, with CCS being credited to your account or refunded once received from Centrelink and processed. We are unable to estimate CCS for casual bookings.
- Vacation Care Fees are to be paid by the beginning of Vacation Care. At the time of booking a 25% deposit will be required to be paid. The balance must be paid before the commencement of Vacation Care.
- Families that only use our Service for Vacation Care will be required to confirm enrolment with Centrelink. A 25% deposit is required at the time of booking. If CCS has not been processed by Centrelink before the commencement of Vacation Care, then full fees will be charged and once we receive the processed CCS payment, the amount will be refunded directly to you.
- Casual bookings can only be accepted on the day if a position is available due to the staff to children ratio.

IPay Transaction fees:

Bank Account	Per transaction	\$0.75
Visa/MasterCard	Calculated on transaction value	0.90% + \$0.75
Amex	Calculated on transaction value	3.85% + \$0.75
Failed Transaction	Per failed or returned transaction attempt	\$2.75
Claim/Chargeback	Only charged when payment is reversed	\$33.00
Refund	Per refund (credit/debit card only)	\$2.75

HUBHELLO CHILDCARE (for Credit Card or Debit Card debits) or HUBHELLO CCARE (for bank account {BSB & Account No. listed} debits) will appear as the transaction reference on customer account statement.

- Fees are to be kept **STRICTLY one payment frequency in advance** of scheduled attendance at all times. For example, if you pay weekly, your fees are to be one week in advance, fortnightly payments are to be a fortnight in advance and monthly payments are to remain a month in advance. This 'in advance payment will be held as a bond on your account. Normal fees apply to Public Holidays, sick days, and any other absence. Fees are not charged for days when the Service is closed outside of Public Holidays. Child Care Subsidy is paid for a child's absences up to 42 days per child each financial year. The Service does not exchange days of care and does not arrange make up days during term time. Family holidays will be charged at ½ rates provided a minimum of 2 weeks' notice is given. This will only apply for a maximum of 3 weeks holiday per year.
- Accounts not adhering to the one payment frequency in advance policy will find that their position at the service can longer be offered.
- Invoices are issued weekly for all fee payments and charges. These invoices will show the week's previous fees and charges, the current week's fees and charges and the next week's fees and charges. These invoices may show a CCS estimate that may reduce the full amount of your fees.
- Statements will be issued quarterly and the statements will include details of the sessions of care provided and the resulting fee reduction amounts. They will also include details of the child's physical attendance at the service and the actual fee reduction amount.
- The Service requires two week's/ 14 days' notice in writing, of an intention to amend, change or withdraw a permanent booking from the Service.
- If you fail to notify the Service of your child's non-attendance at the Service prior to 2.00pm, for After School Care then a non-notification fee of \$5.00 per child per day will be charged to your account, in addition to the usual session fee. If you fail to notify your intention to use our service for Before School Care and Vacation Care, the non-notification fee of \$5.00 per child per day will also apply.

- **Extra charges:**
 - Non Notification Fee: \$5.00 when you fail to notify of attendance or non-attendance of care
 - Late collection Fee: \$20 per quarter hour or part thereof.
 - Water Bottle Fee: \$5.00 when your child needs to be provided with water during vacation care excursions
- Review of Fees:
 - Fees will be set on an annual basis (financial year) by The KNC Management Committee. The review is based on the annual budget and undertaken in line with the CCS and CPI rates as reviewed by the government, ensuring that the required income will be received to run the service efficiently.
 - Parents will be given at least 14 days' notice of any changes to fees.

Responsibilities of Parents

- To ensure fees are paid one payment frequency in advance.
- To keep the Service informed of any changes in attendance (e.g. family holidays, other absences)
- To respond promptly to communications from the Family Assistance Office to maintain CCS eligibility.

Record of Review

Version 4 Effective Date	Review Date	Lead by	People consulted	Review Approved
27th January 2020	30 th June 2020	Jacqui Pearson: OOSH Administrator/Nominated Supervisor	Management & Workers Management Committee Finance and Risk Committee Governance Committee	Gail Ransley Chair of Governance Sub Committee 6 th January 2020