

Policy 20

Payment of Fees Policy

Policy Statement

Wideview Outside School Hours Care Service strive to ensure that our service is of high-quality, affordable, and accessible to families in our community. Fee payments support us to maintain a safe, inclusive, and well-resourced environment. All income is used to support and maintain the service and provide for the children and their families.

Links to Education and Care Services National Regulations and National Quality Standard

QUALITY AREA 7		
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care service must have policies and procedures
172	Notification of change to policies or procedures
173	Prescribed information to be displayed

Procedure

1. SETTING FEES.

1.1 Fees are to be reviewed on an annual basis per financial year or as deemed necessary by the Parent Management Committee (PMC) and Service Manager, based on the annual budget, ensuring that the income will meet the budget for each financial year to run the service efficiently.

1.2 Parents will be given at least 4 weeks' notice of any changes in the fees.

2. FEES –

Bond (BASC)	Per family	\$100.00
Digital and Administration (Yearly invoiced)	Per family	\$20
Morning Session	Permanent	\$18
	Casual	\$19.50
Afternoon Session	Permanent	\$23
	Casual	\$24.50
Vacation Care/ Pupil Free Day		
Inhouse with food	Per Child	\$72
Incursion	Per Child	\$77
Excursions	Per Child	\$82
Other Fees		
Late Pickup		\$50 1 st 15 minutes then \$10 per 5 mins (per child)
Late collection of a sick child		\$30.00 (after 1 hour, per 15 minutes)
Non-Advice of attendance		\$15.00 (per child)
Drink Bottle on excursions		\$2.50 (per bottle supplied)

* Please note that these are the current fees (reviewed June 2024 in effect July 2024)

3. LATE COLLECTION FEES

3.1 It is unacceptable to pick children up late from the Service. Our Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations. late fees as above will apply where children are not picked up prior to closing time.



4. PAYMENT OF FEES

- 4.1 WOOSHC requests that any regular and/or permanent bookings are paid promptly. For children attending on an irregular or casual basis parents/guardian must pay on receipt of the statement.
- 4.2 If outstanding fees reach \$1500 owing to the service, future bookings may be cancelled until all outstanding fees are paid in full.
- 4.3 A review of the child's enrolment may occur if families are consistently late with fee payment.
- 4.4 Payments can be made by:
- Direct Debit – set up in Xplor account.
 - Bpay – please email or call to have this set up on your account, (Bpay details will appear on your 1st statement.)
 - Credit card – can be paid on the Xplor home app.
- 4.4 If a family has an outstanding debt from the previous year/s, they must sign up for direct debit prior to any new bookings being accepted. No bookings will be accepted unless the outstanding balance is paid, a payment agreement signed, or they sign up for direct debit.

5. GENERAL FEES

- 5.1 Fees are charged daily. Families incurred costs for care vary, depending on the Child Care Subsidy (CCS) they are entitled too.
- 5.2 The service is not directly involved in calculation of a family's entitlements for CCS, this is a matter between families and Centrelink.
- 5.3 Families are responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their enrolment with the service.
- 5.4 CCS will be paid directly to the OOSHC Service.
- 5.5 Basic requirements that must be satisfied for an individual to be eligible to receive CCS –
- Children:
 1. The age of the child (must be 13 years or under and not attending secondary school)
 2. The child meeting immunisation requirements,
 3. The individual, or their partners, meeting the residency requirements.
 - Families:
 1. Combined family income,
 2. Activity level of parents,
 3. Type of childcare Service.
- 5.6 Fees are to be paid via the above options weekly or fortnightly. If families wish to pay fees monthly, please notify the service, to have this recorded on your account.
- 5.7 Fees are payable in advance for every session that a child is booked at the Service. This includes pupil free days, sick days, and family holidays. Fees are charged at full session hours (regardless of the actual attendance hours on any day).
- 5.8 Casual days may be offered if available. Each family is expected to make bookings in advance where possible at least 24hrs prior for sessions required and care must be paid upon booking. Bookings will only be accepted when families have completed the service's Enrolment Form in full.



6. FINANCIAL DIFFICULTIES

6.1 To keep our centre operational, we rely on prompt payment of fees. If a family is experiencing financial difficulties, a Suitable arrangement for payment of fees will be organised and parents will be supported with a payment plan or other avenues for financial support when required.

6.2 If you anticipate that you will have difficulty paying fees, please contact either the Service Manager or the Finance Manager as soon as possible to discuss options.

6.3 The fees matrix will be followed for failure to pay fees –

FFES MATRIX

Fees are to be kept one week in advance at all times.
Statements are sent weekly for families to pay.

Any family who is 14 days late in the payment of fees. A friendly reminder (*1st letter*) asking families to please pay ASAP or enter a payment arrangement will be sent.

If fees are not paid in full within 14 days from the previous contact, or a payment arrangement not entered, a warning letter (*2nd letter*) will be issued notifying the fees are overdue and payable, if no response within that week, the Finance Manager or Service Manager will follow up with phone contact where possible.

If fees are not fully paid within 14 days after the previous contact, or a payment arrangement not entered, a final warning (*3rd letter*) will be issued, notifying the account may be sent to debt collection and their child's place at the Service may be at risk.

If there is still no payment or arrangement made to pay the outstanding fee and the account falls into 60 days plus overdue days after the initial contact, bookings may be cancelled, and the account may be sent to a debt collection agency. All debt collection fees will be added to the families accrued debt.

NOTE -

If arrangements have been made regarding payment in the form of a "payment plan" and families fail to make the agreed payments, the account may be sent to a debt collection agency and bookings cancelled without further notice, until the debt is cleared.

7. BOND

7.1 Upon being offered a BASC position at WOOSHC, parents are required to pay a security bond of \$100 per family.

7.2 The bond secures your enrolment and is refundable at the cancellation of your child's enrolment with the service, provided that the required notice is given in writing. The bond may be used to cover and /or settle your final account.

8. DIGITAL AND ADMINISTRATION FEE

8.1 Upon being offered a position, (permanent, casual or vacation care) parents are required to pay a yearly digital and administration fee, this is invoiced in term 1 or on enrolment after term 1.

8.2 The digital and administration fee is non-refundable and covers administration of your family account with the service.

9. CANCELLATION

- 9.1 Parents are required to provide two weeks written notice of cancellation of enrolment. Failure to provide two weeks' notice will mean the bond will not be refunded.
- 9.2 Parents are to provide 24 hours' notice to cancel a casual session.
- 9.3 Parents are to provide 1 weeks' notice to cancel a Vacation Care/ pupil free day booking.
- 9.4 Parents are required to provide 2 weeks' notice to change or cancel permanent BASC bookings.

10. STAY AT HOME ORDERS (LOCKDOWN)

- 10.1 The service will follow advice set by the NSW government and Department of Education in regard to charging fees, cancelling bookings and applying absences. The service will notify families accordingly once guidelines are provided for Children's Services in these circumstances.

Sources

- Australian Children's Education & Care Quality Authority.
- My Time, Our Place: Framework for School Age Care in Australia
- Child Care Subsidy System
- Education and Care Services National Regulations
- Guide to the National Quality Standard.

Policy review information -

The Service encourages staff and parents to be actively involved in the annual review of each of its Policies and Procedures. In addition, the Service will accommodate any new legislative changes as they occur, and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Review Date	Date completed	By Whom	Collaborated	Comment
April 2020	Apr 2020	Brandi (Manager)	Staff Committee Parents	Reviewed in August 24 in consultation with PMC, regarding debts.
Feb 2021	Feb 2021	Brandi (Manager)		
May 2022	Apr 2022	Brandi (Manager)		
April 2023	June 2023	Brandi (Manager)		
June 2024	June 2024	Brandi (Manager)		