

# Mawson Lakes School - OSHC

## Policy Statement on Statement on Fees

*Mawson Lakes School Out of School Hours Care Service aims to provide a quality OSHC 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.*

### **HOW POLICY WILL BE IMPLEMENTED (specific policies and procedures)**

- The OSHC Director and Business Manager will set the required fee level to meet the budget for the next year. The Director will take this to the OSHC management committee for discussion and a recommendation will be presented to the Governing Council for the final decision. The fee level will be reviewed annually through the OSHC management committee and parents will be given at least two weeks' notice of any fee increase.
- Fees may be paid to the Director/Assistant Director or on-line and should be paid weekly or fortnightly. A dated receipt in accordance with Commonwealth Department of Health and Family Services Guidelines will be provided for each payment shown on the following week's invoice. Families in arrears for longer than this time may risk losing their childcare booking.
- 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 to parents upon request.
- Parents need to make all cancellations one week in advance so as not to be charged.
- It is parents' responsibility to have their eligibility for Child Care Subsidy (CCS) assessed by Centrelink.
- CCS will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- Families will only be eligible for CCS if OSHC attendance records are accurately completed and electronically signed by the parent. During COVID, OSHC educators may need to sign out children, but will be verified by the parent/guardian.
- The service will keep parents informed about CCS by:
  - advising new families to apply for assessment
  - 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 CCS 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, will be assisted where possible and/or provided with information on other possible avenues of financial support, including Special CCS.
- **Parents with overdue fees of \$250 or more, or whose account is overdue by one month will be notified by the Director/Assistant Director to discuss any difficulties they may have in meeting payments and to devise a payment plan. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:**
  - after one week overdue - a written reminder will be forwarded to the parent and further care will be put on hold.
  - after two weeks overdue - a letter and/or text message will be forwarded to the parent, advising that their child's place may be permanently cancelled if the account becomes three weeks overdue. The letter will include a reminder that parents are encouraged to discuss payment difficulties with the Director and make suitable arrangements to pay.
  - after three weeks of non-payment, if no arrangements to pay have been made, or if made and not kept, the place will be cancelled.
  - any overdue accounts at this point will be sent to the school's Business Manager who will pursue this further, with the possibility of a debt collection agency becoming involved.
- Whenever possible, the parent should ring the service to advise they will be late to collect their child.
- When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent, with the potential of losing care.
- A parent is regarded as being late when they arrive to collect their child after the 6pm closing time.
- A late collection fee of \$20 per fifteen minutes will be imposed when parents arrive later than the closing time. The first 5 minutes will accrue a flat \$5 fee (unless this is constantly done, then it will go to \$20 as well), from 6:05-6:15 = \$20, 6:16-6:30 = \$40 and so on. If a child has not been picked up by 6:30 and all attempts to contact parents, guardians, emergency carers have been exhausted, Crisis Care will be contacted on 131 611.
- Some special circumstances may be given consideration in relation to collection of late fees, i.e.- a traffic accident or vehicle breakdown.