

Fees Policy

The Burton OSHC and Vacation Care 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.

Hours of Operation & fees as of July 10th 2023

Burton OSHC and Vacation Care service is open for set hours. These are listed below and are tied directly with government legislation; insurance and child care benefit allocation of places.

Session Type	Hours of Operation	Charge	Provisions
Before School Care	6.30am – 8.30am	\$19.50	Daily breakfast
After School Care	3.05pm – 6.00pm	\$29.50	Afternoon Tea & Fresh Fruit Platter
Early School Finish (Last day of each term)	2.05pm – 6.00pm	\$31.50	Afternoon Tea & Fresh Fruit Platter
Vacation Care	6.30am – 6.00pm	\$75.00	Afternoon Tea & Fresh Fruit Platter plus incursion/excursion
Pupil Free Day	6.30am – 6.00pm	\$75.00	Afternoon Tea & Fresh Fruit Platter

Burton OSHC and Vacation Care service CLOSES for 2 weeks between Christmas and New Year.

Fees are subject to alteration at discretion of Burton School Governing Council and will rise on an annual basis.

Late collection of children

It is the responsibility of the caregiver to ring the OSHC service prior to 6pm to advise of the late collection. Charges will not apply if late collection is due to special circumstances such as family emergencies.

It is the responsibility of the caregiver to ensure collection occurs on time (no later than 6pm). Where late collection becomes frequent, alternative collection and care arrangements will be discussed between the caregiver, Principal and Director.

When a child is not collected by 6pm educators will:

- Endeavour to contact the caregiver
- Endeavour to contact the nominated contact persons and arrange for them to collect the child/ren.
- Contact appropriate authorities, to take care of the child/ren in the event that caregivers and emergency contacts cannot be reached.

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- In accordance with OSHC Guidelines a late fee of \$1.00 per minute for the first 15 minutes, and \$5.00 per minute thereafter will be charged to cover the cost of staff wages.

PLEASE NOTE: OSHC EDUCATORS WILL FOLLOW DECD POLICY AND CHILDREN WILL BE LEFT IN THE CUSTODY OF THE SA POLICE.

- **Late Collection fee** –In the event that a family is unable to collect a child by the normal closing time of the session, a late collection fee of \$1.00 per minute for the first 15 minutes, and \$5.00 per minute thereafter. This extra fee is to cover the cost of overtime for staff.
- No subsidy is applied on additional fees

Setting of Fees

The 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 Governing Council for ratification.
- The fee level will be reviewed as required, according to the service's need to cover operational costs.
- Families will be given 2 weeks' notice of any fee increase. Fees will be adjusted annually in line with the C.P.I. increase.

CHILD CARE SUBSIDY

CCS is available to you to help with the cost of OSHC fees. Applications for CCS must be made to Centrelink (Phone: 13 61 50)

Fee Payments

Fees must be paid within one week from the date of issue of the account (7 day account), unless prior arrangements are made with the Director. Accounts will be generated weekly and emailed to caregivers.

Fees may be paid by Ezidebit, direct deposit or cash. Fees must be paid to the Director, Assistant Director or their delegate. A dated receipt in accordance with Australian Government Childcare Services Handbook will be provided for each payment.

Families will be required to retain receipts issued to them, in the instance of discrepancies.

Details of a caregiver's fees and accounts will be confidential and stored appropriately. Caregiver's may access their own account records at any time through our online software.

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All fees must be finalised before the end of each term and at the end of each vacation care program, unless prior arrangements are made with the Director.

Cancellations

The service must be notified of any cancellations. Cancellations for term bookings must be notified by the Friday of the previous week, failure to do so will result in being charged for the session. Cancellations for vacation care bookings must be notified by the last Monday of the term, before a vacation period starts.

Cancellations can be made by phone, email or in person. Caregivers are required to notify OSHC as soon as practical if their child won't be attending. Caregivers of children that do not attend a session will be charged.

Cancellations will be charged as Allowable Absences (AA) and will cost the same as a normal session of care.

Allowable Absences (AA) are eligible for CCB (child care benefit) which means the cost of the session remains the same as it would have been should they have attended OSHC. Families receive 42 AA's in a year and after using these will have to pay full fees for any sessions they are booked in for but do not attend.

Bad Debt

The Service understands that, at times, families may have difficulty paying their fees due to a variety of reasons. Open communication is encouraged at all times and confidentiality will be maintained.

The following steps are used by our service in managing bad debt:

- Families will be approached in a confidential manner and payment plans will be discussed and arranged; this is to assist families in reducing their debt.
- After three weeks of non-payment and if no arrangements to pay have been made, or if arrangements have been made but not kept, the child care place will be cancelled with notification to the parents/caregiver.
- The unpaid fees may depend on the amount:
 - May be passed to our agent for collection or the amount if considered minimal by the Director, in consultation with the OSHC Advisory Committee may be written off as a bad debt
 - In the instance that the OSHC Advisory Committee deems the outstanding fees recoverable a service fee may be incurred in addition to any outstanding fees.
- When fees are paid in full, the child may be re-enrolled, but advance fee payment will be requested.
- Special family circumstances will be taken into consideration by the Director

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- **Debt Collection fees** – In the event that the service must access a debt collection service to recover an outstanding account, the cost of the collection will be added to the families account and be recoverable as part of the debt collection process.

Overdue Accounts

Accounts not paid within a fortnight will be deemed overdue and a First Notice will be issued. When the account becomes 28 days overdue, the caregiver will be issued a \$15 late fee (no subsidy on late fee). If the account is overdue more than \$300, the child will not be permitted to attend OSHC until the account is paid in full.

- **First Notice**
Email the account holder advising they have seven days to pay on this notice.
- **Second Notice**
Seven days after the issue of the First Notice the Second Notice will be issued. The Second Notice will advise the account holder that if payment is not received within seven days their children will be excluded from OSHC.
- **Final Notice**
Seven days after the issue of the Second Notice, a Final Notice will be sent. The account holder will be advised that if payment is not received within seven days the account will forward it on to the school finance officer who will forward it on to a debt collection agency. The account holder will be liable for any fees incurred when accounts are handed to the debt collector.
- When a final Notice has been issued and the account is not cleared by the due date a non-refundable account-keeping fee will be added to the account.
- Once a Final Notice has been issued and the account is cleared, the account holder will be required to pay a bond before their children will be allowed to attend OSHC again. The bond amount shall be the cost of two full weeks of care.

Fees Policy

The Fees Policy relates to:

Regulations	National Quality Standard (NQS)	Other policies / service documentation	Other legislation / guidelines
168-172 & 181	6.1, 6.13 7.1, 7.3	Enrolment & Orientation Policy Grievance Policy	Australian Government Child Orientation Policy Care Service Handbook
		Governance and Management Policy	

Author	Burton OSHC Team	June 2023
Recommended	OSHC Advisory Committee	June 2023
Approved	Governing Council	June 2023
Reviewed Date	Burton OSHC Director Katie Basile	February 2026
Review Date		February 2027