



FEES POLICY

Purpose and Scope

Parents fully understand fee payment procedures and requirements and pay their child care fees on time.

NQF

QA7	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service.
-----	-------	--

Definitions

CCS – Child Care Subsidy.

Booking – A care of session in which the child is expected to attend.

Non-notified – Fee relates to situations where a child attends OSHC without a booking, or a child is absent from OSHC without a notification of absence.

Notice of absence – A notice of absence is when Good Shepherd Lutheran School OSHC is notified that a child booked into a care session will not be attending on that day.

Cancellation – Occurs when an incorrect booking is made, and the booking record will be deleted from the Fully Booked system.

Casual Booking – Is one booking required for one specific date.

Permanent Booking – Is a recurring booking on specific days of the week for an extended period of time.

Term time period – Refers to all dates on which children are attending school days. Term time period consists of Before School Care and After School Care sessions.

Vacation Care Period – Refers to all dates on which children are on school holidays and are not attending school days. The Vacation Care period consists of Vacation Care sessions.

Vacation Care Gold Day (Excursion) – On this day, a pre-planned excursion is booked for the children to attend. An excursion involves the children travelling to an external company's site to engage in activities and games. All children booked in for care on this day must attend the excursion.

Vacation Care Silver Day (Incursion) - On this day, a pre-planned incursion is arranged. An incursion involves an external company bringing resources and activities to the Good Shepherd OSHC site for the children to engage with.

Vacation Care Bronze Day (Base Day) - On this day, the children participate in pre-programmed games and activities as organised by the OSHC Director. The children remain at Good Shepherd OSHC site with OSHC Educators.

Associated Fee – An amount of money billed to the account holder as per policy procedures. This fee is not applicable to receive a Child Care Subsidy rebate.

Policy Statement

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document
C:\Users\ david\Desktop\OSHC\Fees Policy OSHC.docx



Good Shepherd Lutheran School OSHC sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality OSHC service for children and families. We strive to ensure that our OSHC service is affordable and accessible to all families in our community. Good Shepherd Lutheran School and Management Team analyses the budget annually, or as necessary, and monitors it carefully throughout the year.

Procedures and Implementation Responsibilities

Enrolment

Good Shepherd Lutheran School OSHC does not charge a fee for parents/caregivers to register or enrol their child/ren. By enrolling into Good Shepherd Lutheran School OSHC, you are agreeing to adhere to our fees policy as outlined in this document and agree to pay all fees associated with your involvement and your child's attendance at the Good Shepherd OSHC Service.

Fees

Our fees are outlined in our fee schedule below. Please note our fees are subject to change. Parents/caregivers will be notified of intended fee changes.

Fee payment method

Fees must be paid on time and in full:

- On a fortnightly payment schedule
- Through a direct debit arrangement only
- Direct Debit payment schedules will occur fortnightly on Fridays

Fees are to be paid for the days the child is booked into the care of Good Shepherd Lutheran School OSHC, including all additional fees outlined in this policy.

Families will be given a minimum of fourteen days of notice of any changes to the way in which fees are collected (National Regulation 172).

Ezidebit Associated Fee

A dishonour fee of \$14.80 will be charged to any transactions that decline. This dishonour fee will be reflected on your next fortnightly invoice.

Good Shepherd Lutheran School OSHC Care Session fee schedule

All care session fees outlined in the table below are eligible to receive the Child Care Subsidy

Care Session	Fee per child
Before School Care Session 7:00am – 8:30am	\$12
After School care session 3:05pm – 6:00pm	\$20
Pupil Free Day care session 7:00am – 6:00pm	\$60
Vacation Care – Bronze day (Base day) 7:00am – 6:00pm	\$60
Vacation Care – Silver day (Incursion) 7:00am – 6:00pm	\$70
Vacation Care – Gold day (Excursion) 7:00am – 6:00pm	\$80
Notice of absences prior to 24 hours before the session will not incur a care session fee	Nil

Good Shepherd Lutheran School OSHC associate Term Time fee schedule

All Good Shepherd OSHC associated fees outlined in the table below are not eligible to receive the Child Care Subsidy and must be paid in full. These fees are in conjunction with other relevant fees.

Term Time – Associated Fee Description	Fee per child
Notice of Absence prior to 24hours of care session	Nil

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document
C:\Users\david\Desktop\OSHC\Fees Policy OSHC.docx

Child absent from a school day due to illness	Nil
Late Booking Fee - child is booked into a session with less than 24 hours' notice given before the start of that allocated session	\$5 in addition to the session fee
Notification of absence less than 24 hours prior to the commencement of the session	½ of the session fee will be charged
Non-notified of absence – did not attend the booked session with no explanation given	Full Fee will be charged
Late Collection Fee (Sign-Out after 6:00pm)	\$1 per minute for the first 10 minutes \$5 per minute after 10 minutes

Good Shepherd Lutheran School OSHC associated Vacation Care fee schedule

All Good Shepherd OSHC associated fees outlined in the table below are **not eligible** to receive the Child Care Subsidy and must be paid in full. These fees are in conjunction with other relevant fees.

Vacation Care- Associated fee description	Fee per child
Notice of absence prior to the booked vacation care session (more than 24 hours' notice)	½ of the session fee will be charged
Notice of absence with less than 24 hours' notice	Full Fee will be charged
Child absent from a vacation care session due to illness – a doctor's certificate is required to waive the fee	Nil
Non-notified of absence – did not attend the booked session with no explanation given	Full Fee will be charged
Non-notified of attendance – child presents to OSHC and needs to be booked in without prior arranged booking	\$10 in addition to the session fee
Late Collection (Sign-out after 6:00pm)	\$1 per minute for the first 10 minutes \$5 per minute after 10 minutes

Term Time Period

Bookings and Notices of Absence Bookings will only be accepted once families have completed the Fully Booked online Registration in full. This form is available on the Good Shepherd Lutheran School Website.

Each family is expected to make bookings and notify of absences in advance of at least 24 hours.

It is the responsibility of parents and caregivers to manage and monitor their children's bookings through their Fully Booked account. All Notices of Absences must be completed by parents/caregivers through their Fully Booked account, regardless of the notice period.

Casual Bookings

It is the responsibility of parents/caregivers to make all casual bookings through their Fully Booked account. Casual bookings can be made at any time, with respect to 24 hours of notice. The Care Session fee during the Term Time period for a casual booking is \$12 for a Before School Care Session, \$20 for an After School Care Session, and \$60 for a Pupil Free Day Care Session.

If you would like to make a booking for your child/children:

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document
C:\Users\david\Desktop\OSHC\Fees Policy OSHC.docx

To make a booking with Good Shepherd OSHC you must ensure you have registered and created an account with our Childcare Management system Fully Booked. Once all your details are correct you can then proceed to book your child/children into Before School or After School Care.

To book into a session:

- Sign into your Fully Booked account and navigate your way to 'preview current bookings
- Click 'Edit Bookings'
- Select your desired care session in the drop-down box 'Select Care Session'
- You will then be shown the calendar with dates available to book appearing in orange
- You can select individual dates by clicking on them
or
- Down the bottom of the page you will see the option to add mass bookings by selecting date periods or reoccurring bookings by choosing specific days (i.e. every Monday)
- After you have selected your desired bookings click 'confirm'
- Your booking is now in place

Notice of Absence Fee

Prior to 24 hours of notice, it is the responsibility of parents and caregivers to Notify Absence of care sessions which are not required through their Fully Booked account. Parents/caregivers wishing to Notify Absence of their child's attendance, for a Before School Care session or an After-School Care session, must do so via their Fully Booked account, prior to 24 hours of the care session. Notice of absences made prior to 24 hours of the care session will not incur a care session fee or an associated fee.

On the day

Notice of Absences made on the day of the care session (less than 24 hours' notice period) will be billed half of the session fee amount. If a before school care session is booked and a notification of absence is given with less than 24 hours' notice the parent/caregiver will be charged a \$6 fee per child.

If an after school care session is booked and a notification of absence is given with less than 24 hours' notice, the parent/caregiver will be charged a \$10 fee per child.

This associated fee is not eligible to receive the Child Care Subsidy.

Non-notified Fee

A non-notified fee relates to situations where a child attends OSHC without a booking, or a child is absent from an OSHC care session without a notice of absence given.

Non-notified of Attendance

Where a child arrives to OSHC without a booking, OSHC Educators will book the child in for that care session, and the parent/caregiver will incur a \$5 Non-Notified of Attendance fee. This fee is in addition to the Care Session fee. The \$5 Non-Notified fee is not eligible to receive the Child Care Subsidy.

Non-notified of Absence

Where a child is booked into a care session, and does not attend, an OSHC Educator will contact a parent/caregiver to enquire about the child's whereabouts. An OSHC educator will mark the child as absent. The parent/caregiver will be charged the full session amount. This Non-Notified of Absence fee is not applicable to receive the Child Care Subsidy.

Absences due to illness

Families are responsible for informing the School Office when their child will be absent from school due to illness. Notice of absence due to illness must also be communicated to the OSHC Director if the child is due to attend a care session that day.

If a child does not attend school on the day, they are booked in for an OSHC care session, the Care Session fee will be waived and no associated fee will be charged. It is the responsibility of the parent/caregiver to call or email the OSHC Director to inform them about the child's illness and absence from school prior to the start of the care session.

Vacation Care Period

Bookings and Notice of Absences

Vacation Care Sessions will be booked via the Vacation Care Booking form (paper based) and entered into the Fully Booked system by the OSHC Director only.

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document

C:\Users\ david\Desktop\OSHC\Fees Policy OSHC.docx

On the Vacation Care Booking form, families will select their requested Vacation Care Session dates, sign any relevant PG rated movie viewing permissions, and sign a statement of permission for their child/children to participate in excursions and incursions, and all other programmed activities.

The Vacation Care Booking form will be available to families via email and paper copy in the OSHC room from Week 5 of the term time period. The Vacation Care Booking form will only be accepted in paper hard copy versions. The OSHC Director will not accept email bookings, or PDF or equivalent versions of the form. The OSHC Director will only accept Vacation Care Booking forms from the beginning of Week 5 of the term time period.

Vacation Care bookings will be created on a first in, first served basis, as the forms are returned to the OSHC Director.

It is the responsibility of parents and caregivers to monitor their children's bookings through their Fully Booked account. All Notices of Absences must be completed by parents/caregivers through their Fully Booked account, regardless of the notice period.

The Vacation Care Bookings Form is an official document. By completing the form, you are declaring your acknowledgement of your requested booking dates.

Casual Bookings

During the Vacation Care Period, all booking requests must be submitted via the Vacation Care Booking form.

During the Vacation Care Period, parents will be unable to make casual bookings through their Fully Booked account. This function will be disabled from the Fully Booked platform.

For a booking with short notice or any other booking arrangements, please contact the OSHC Director via phone.

Notice of Absence Fee

Cancellation of a requested Vacation Care Session prior to the commencement of the vacation care period

If parents and caregivers would like to cancel a requested Vacation Care Session, parents must contact the OSHC Director and sign the Statement of Cancellation section on their submitted Vacation Care Booking form. This procedure will involve removing the booking from the Fully Booked system. If this procedure is completed before the commencement of the vacation care period, parents/caregivers will not be charged a care session fee or any associated fees.

Notice of Absence during the Vacation Care Period

Due to associated costs involved with pre-programmed activities, excursion and incursion payments, staffing and food orders, any notices of absences made during the vacation care period will incur an associated fee. A Notice of Absence made for a vacation care session will still incur a fee for half the amount of the care session.

Bronze Vacation Care Day Notice of Absence will incur a \$30 fee, Silver Vacation Care Day Notice of Absence will incur a \$35 fee and Gold Vacation Day Notice of Absence will incur a \$40 fee.

This fee is not eligible to receive the Child Care Subsidy.

Non-notified of absence

Where a child is booked into a Vacation Care session, and does not attend, an OSHC Educator will contact a parent/caregiver to enquire about the child's whereabouts. An OSHC educator will mark the child as absent. The parent/caregiver will be charged the full vacation care session fee if the child/children are not proven sick with a medical certificate to verify this. This Non-Notified of Absence fee is not applicable to receive the Child Care Subsidy

Non-notified of attendance

Where a child arrives to a Gold Vacation Care Session without a booking, the child will be refused a booking and is not permitted to stay at Good Shepherd Lutheran School OSHC. This is due to prearranged excursion procedures, staff ratios, and bus seating numbers.

Where a child arrives to a Silver or a Bronze Vacation Care Session without a booking, the parent/caregiver will incur a \$10 Non-Notified of Attendance fee. This fee is in addition to the Care Session fee. The \$10 Non-Notified fee is not eligible to receive the Child Care Subsidy

Late Collection of Child Fees

Families who do not collect their child before the service close time of 6:00pm will be charged a late fee of \$1 per minute for the first 10 minutes after 6:00pm, per child. Once the first 10 minutes are used, the fee will increase to \$5 per minute for the remainder of the time the child spends at the service. All late fees are not eligible to receive the Child Care Subsidy Rebate.

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document

C:\Users\david\Desktop\OSHC\Fees Policy OSHC.docx

Overdue Fees

Good Shepherd Lutheran School OSHC will issue a Friendly Fee Reminder letter to any family who is two weeks late paying their fees. If families are having difficulty making fee payments, they should immediately speak with the Good Shepherd OSHC Coordinator to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- Good Shepherd OSHC may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, Good Shepherd Lutheran School OSHC may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action may be added to the debt owed.

Child Care Subsidy

Child Care Subsidy is available to all families who are Australian Residents and if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. To apply for the Child Care Subsidy, parents/caregivers must create a MyGov account and follow the application process. Upon completion, parents/caregivers are responsible for completing the Customer Reference Number (CRN) details of their children via their Fully Booked account. If eligible, the Subsidy will be paid directly to Good Shepherd OSHC on families' behalf, then Good Shepherd OSHC will reduce the fees owed. This can only occur after Good Shepherd OSHC has been provided with parents and children's CRN numbers. Families' must then confirm their enrolment information online via their Centrelink portal through their MyGov account.

Invoices

Invoices for the amount of fees payable in a period will be issued fortnightly on Wednesday via email communications and on a fortnightly basis, as agreed by the parent/caregiver during the enrolment process.

Confidentiality

All information and records in relation to fees will be kept in strict confidence and stored securely. Members of OSHC, management or the School will not discuss individual names and details openly. Families may access their Fully Booked account records or particulars of fees at any time and will be available in writing to families, upon request.

Increase of fees

The fees are set by Good Shepherd Lutheran School OSHC in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days of notice of any fee increase (Regulation 172).

References/Related Policies

Orientation for Children Policy
Privacy and Confidentiality Policy

Forms

Bryant, L. (2009). Managing a Child Care Service : A Hands-On Guide for Service Providers. Sydney: Community Child Care Co-Operative.

Education and Care Services National Law and Regulations
Family Assistance Law

Development/Review Team:	OSHC Review Team
Policy Approved:	Date: August 2019

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document
C:\Users\David\Desktop\OSHC\Fees Policy OSHC.docx

	School Management Signature: OSHC Management Signature: _____
Review Period:	3 years
Created:	Aug 2019
Review History:	

GOOD SHEPHERD LUTHERAN SCHOOL PARA VISTA

Any person charged with implementation of this policy may, in circumstances which require special consideration, waiver from the procedures set out in this policy so as to ensure the safety and wellbeing of all relevant persons at the time of implementation, whilst ensuring the spirit of this Policy is not compromised.

It is the responsibility of the user to verify that this is the current and complete version of the document
C:\Users\david\Desktop\OSHC\Fees Policy OSHC.docx