

FEES POLICY

Purpose and Scope

This policy provides parents with a clear understanding of the Outside School Hours Care (OSHC) Service fee structure, payment requirements, and Child Care Subsidy benefits before enrolment. It outlines the process for fee payment, emphasises the importance of timely payment, and details the consequences of late payments.

National Quality Standards

Quality Area 7: Governance And Leadership		
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 services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

Related Legislation

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law - Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	



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.

Term Time Period

Refers to all dates on which children are attending school days. Term time consists of Before School Care, After School Care, and Pupil Free Day 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 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 \$21.09 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	\$15.00
After School care session 3:05pm – 6:00pm	\$25.00
Pupil Free Day care session 7:00am – 6:00pm	\$65.00
Vacation Care – Bronze day (Base day) 7:00am – 6:00pm	\$65.00
Vacation Care – Silver day (Incursion) 7:00am – 6:00pm	\$75.00
Vacation Care – Gold day (Excursion) 7:00am – 6:00pm	\$85.00

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
7 days' notice or more	No charge
Less than 7 days' notice	50% charge of session fee
24 hours or less notice/ no notice	Full charge of session fee
Absent due to illness (must provide sick certificate)	50% charge of session fee
Non-notified of attendance - child presents to OSHC and needs to be booked in without prior arranged booking	\$10.00 in addition to the session fee
Late Collection Fee (Sign-Out after 6:00pm)	\$20.00 for the first 15 minutes. \$1.00 per minute after 6:15pm

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
7 days' notice or more	No charge
Less than 7 days' notice	\$20 charge
24 hours or less notice/ no notice	Full charge of session fee
Absent due to illness (must provide sick certificate)	\$20 charge
7 days' notice or more	No charge
Non-notified of attendance - child presents to OSHC and needs to be booked in without prior arranged booking	\$10.00 in addition to the session fee
Late Collection (Sign-out after 6:00pm)	\$20.00 for the first 15 minutes. \$1.00 per minute after 6:15pm

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 link to the registration to Fully Booked is available on the Good Shepherd Lutheran School Website under the OSHC section.

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 \$15.00 for a Before School Care Session, \$25.00 for an After School Care Session, and \$65.00 for a Pupil Free Day Care Session.

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

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

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 within 7 days will incur a 50% charge of the session fee.

On the day

Notice of absences made on the day of the care session (less than 24 hours' notice period) will be billed the full session fee amount. 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 \$10.00 Non-Notified of Attendance fee. This fee is in addition to the Care Session fee. The \$10.00 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 discounted, where a 50% session fee will be charged. A sick certificate will need to be provided to the OSHC Director. 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 electronic booking form and entered into the Fully Booked system by the OSHC Director only. Parents and caregivers cannot add in any bookings on the Fully Booked system.

On the Vacation Care Booking electronic 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, Seesaw, and the school weekly newsletter from Week 5 of the term time. Any bookings made after the due date may incur additional late fees. Vacation Care bookings will be created on a first in, first served basis, as the forms are returned to the OSHC Director. Bookings made after the due date will be added onto a waitlist and when a spot becomes available, the family will be notified.

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 Microsoft Form is an official document. By completing the form, you are declaring your acknowledgement of your requested booking dates and permissions.

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 of \$20 per session within 7 days' notice. This fee is not eligible to receive the Child Care Subsidy. If on the day the child is ill, and a sick certificate is provided the vacation care fee will be discount to a rate of \$20.

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 \$10.00 Non-Notified of Attendance fee. This fee is in addition to the Care Session fee. The \$10.00 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 \$20.00 per child. Once the first 15 minutes are used, the fee will increase to \$1.00 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.

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 Director 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 Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account. Families will then be required to pay the gap fee. 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.

Families must regularly check their details are correct and report a change in circumstance to Centrelink (family income, activity levels, relationship changes or any other changes to their circumstances)

Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.

Child Care Subsidy Absences

Families are eligible for 42 allowable absences per child each financial year.

Enrolments with Imagination OSHC will end if your child has not attended for 14 weeks in a row. If your child has not used OSHC at least once in the previous 26 weeks, they will stop being eligible for Child Care Subsidy and you will need to start a new claim for the Child Care Subsidy via the Centrelink portal.

Centrelink generally will not pay for any absences after the last day your child physically attends care. For example, if your child is absent on the last day of care within the 14 weeks and the enrolment ceases, you will need to pay full fees for the day your child was absent.

Invoices

Invoices for fees payable in a period will be issued fortnightly on Tuesday 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 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). The increase of fees will be applied at the start of the new financial year in July.

References/Related Policies

Orientation for Children Policy
Privacy and Confidentiality Policy

Forms

Australian Children's Education & Care Quality Authority. (2014).
Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).
Australian Children's Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service](#).
Australian Government Department of Education [Child care discount for early childhood workforce](#)
Australian Government Department of Education. Child Care Provider Handbook
<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
Australian Government Department of Education Early Childhood and Care
<https://www.education.gov.au/early-childhood>
Australian Government Department of Education (2024).

Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations](#). (Amended 2023).
 Family Assistance Law

Review

Policy reviewed by	Skyla Charman	Nominated Supervisor	
	Evie Stevens	Approved Provider	
Policy created	August 2019		
Policy reviewed	November 2024	Next review date	November 2025, or as required
Modifications			
Policy reviewed	Previous modifications		Next review date
August 2023	<ul style="list-style-type: none"> No updates required 		August 2026 or as required
August 2024	<ul style="list-style-type: none"> Fee increases for After School Care, Before School Care, Pupil Free Days and Vacation Care. Information about how Vacation Care bookings are collected. From paper to electronic. Additional information added in about Child Care Subsidy Updated legislation Policy revised to align with recommendations with ACECQA's policy guide Sources updated 		May/June 2025 Before the next fee increase
November 2024	<ul style="list-style-type: none"> Cancellation policy and fees amended to allow for weekly rostering requirements 		As required