



East Adelaide School Out of School Hours Care

OSHC Fee's & Cancellation Policy

East Adelaide School

Out of School Hours Care

Last Review: 2022

Next Review: 2025

1. Background

East Adelaide OSHC aims to provide cost effective quality care for families. Fee levels will be set by the Governing Council each year.

2. Relationships to Other Policy/Regulation

Education and Care Services National Regulations (2011 SI 653) (Regulation)	168 – Education and Care Service Must Have Policies & Procedures
National Quality Standard	QA 6 – Collaborative Partnerships with Families & Communities QA 7 - Governance & Leadership
Other policies/service documentation	POL 3 – Cancellation Policy POL 6 – Enrolment & Orientation Policy POL 13 – Last Minute Booking Fee Policy POL 14 – Late Pick-up Policy
Other Legislation/Guidelines	

3. Child Care Subsidy

- It is parent's responsibility to have their eligibility for Child Care Subsidy assessed by Centrelink.
- Child Care Subsidy will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- The service will keep parents informed about Child Care Subsidy by:
Advising new families about the opportunity for subsidy and providing them with further info to receive it.
Reminding families of the need and encouraging them to reapply for reassessment when required.
- All documentation relating to Childcare Assistance and Childcare Subsidy will be kept for the specified period of time and made available to the regulatory authority and auditing services



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4. Payment of Fees

- The accounting system used by the centre is 'FullyBooked'. Accounts are calculated weekly in arrears.
- Parents with overdue fees will be encouraged by the director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the director has the right to cancel care.

Type	Method
Electronic	FullyBooked Family Portal
Email	dl.1036.oshc@schools.sa.edu.au
Phone	Home: 8362 6586 Mobile: 0423 782 668

5. Cancellation Fees

The service is aware that changes to circumstance may result in the need to cancel a booking with the service.

Booking and cancellations can be made in electronic or via telephone, however it is the preference of the service that they are completed by families through the Family Portal on FullyBooked which is accessible via the school website.

Before and After School Care

Cancellations for Before or After School Care received **prior to 6pm the night before** will result in no charge applying for the session nominated. Cancellations received after this time will result in the full charge applying, except in the instances described below.

Late cancellation will incur the full charge of the session unless a medical certificate is provided to the service within 7 days of the absence. If the service has been advised that a child has gone home from school with illness, fees will be waived for the child and for any siblings of the child.

Vacation Care & Pupil Free Days

Cancellations for Vacation Care or Pupil Free Days received within 3-7 days till the day will incur a \$10 fee. Cancellations received within 0-2 days will result in the full charge applying.

Waivers

The Director will use their discretion to waive fees based on individual circumstances.



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6. Last Minute Booking Fee

Families are able to book in their children up until 6pm the night BEFORE any session. Any bookings after this time will require families to call OSHC directly to enquire about adding their child(ren) to the role for the day. This will incur a Last Minute Booking Fee surcharge of \$5 on top of the original booking fee.

Last Minute Booking Fee

- An additional \$5 surcharge to any booking made on the same day as care needed
- If a child needs to be added to our roles on the day – Brought over from the front office or not already on our role.
- OSHC staff will use discretion for potential waiving of this fee based on circumstance

How is it applied?

- After confirmation from OSHC of the Last Minute Booking Fee, the \$5 surcharge will be manually added to the account and will show in the fortnightly statements
- This process will occur immediately after the phone call or email.

How to avoid a Last Minute Booking Fee Surcharge

- Families can avoid the Last Minute Booking Fee surcharge by booking their child(ren) into OSHC before 6pm the night before the session.

OSHC staff will use discretion at all times when considering to waive the Last Minute Booking Fee based on circumstances.

Late Pick-up Fee

East Adelaide OSHC closes at 6pm Monday – Friday. The following additional charges will apply for each child picked up later than 6pm:

- 6pm – 6:10pm = \$10
- 6:10pm – 6:20pm = \$20
- 6:20 onwards = \$60

If by 6:30 the service has been unable to contact a parent/caregiver, staff will ring Police Assistance on 131 444 for support. Staff may then be instructed to accompany the child(ren) to the nearest police station.



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	Name	Signature	Date	Position
Prepared by:	Nathan D'Agostino			OSHC Director
Reviewed by:				Committee Member
Approved by:				Governing Council Chair