



# OSHC FEE'S & CANCELLATION POLICY

## NATIONAL QUALITY STANDARD (NQS)

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

Families who utilise East Adelaide School OSHC are able to make bookings and cancellations via our Booking system '*FullyBooked*'. This site is accessed via the OSHC page within the school website where families can click onto the '*Family Portal*'.

## GENERAL FEES

- Fees are charged for each session of care and vary depending on the session type (Before School, After School, Vacation care)
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement)
- Families are required to pay the difference between the fee charged and the subsidy amount- the 'gap' amount
- A dated receipt will be provided for each payment [via email]
- Fees are to be paid fortnightly through a direct debit system
- Fees are charged for full sessions only (regardless of the actual attendance hours any day)

**Families are required to contact the Service if their child is unable to attend a particular session**

## CHILD CARE SUBSIDY (CCS)



- Parents/guardians are required to register for CCS through their [myGov](#) account linked to Centrelink.
- Refer to the following link for eligibility requirements: <https://www.servicesaustralia.gov.au/centrelink?context=1>
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
  - combined family income
  - activity test of parents
  - type of early learning and childcare Service
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family 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.

## OSHC FEES

- Fee Structure will be set by the Governing Council each year.

Before School Care (BSC)	After School Care (ASC)
\$13	\$24
*Before Child Care Subsidy (CCS) applied	

## PAYMENT OF FEES

- Families are required to pay fees using the Service's direct debit system.
- Families are required to provide banking details within their FullyBooked account to facilitate set up of direct debit.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements
- The *Statement of Entitlement* will include details of the sessions of care provided and the resulting fee reduction amounts
- The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation



Type	Method
Electronic	FullyBooked Family Portal (Located on OSHC page of school website)
Email	<a href="mailto:dl.1036.oshc@schools.sa.edu.au">dl.1036.oshc@schools.sa.edu.au</a>
Phone	<b>Home:</b> 8362 6586 <b>Mobile:</b> 0423 782 668

**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 & 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.

Session Type	Pupil Free Day	Home Day	Incursion / Excursion	Incursion / Excursion	Incursion / Excursion
Activity Type	N/A	Bronze	Silver	Gold	Platinum
Cost	\$50	\$50	\$60	\$70	\$80

Fees are determined due to the running costs to the service

**WAIVERS**

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



## LATE 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 Late Booking Fee surcharge of \$5 (per child) on top of the original booking fee.

- An additional \$5 (per child) 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 Late 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 LATE BOOKING FEE SURCHARGE?

- Families can avoid the Late 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 Late Booking Fee based on circumstances.

## FINANCIAL DIFFICULTIES

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Approved Provider (OSHC Director)
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink for additional fee assistance if they are experiencing temporary financial hardship.
- Follow this link for further information: <https://www.servicesaustralia.gov.au/severe-financial-hardship-provisions>

## DEBT RECOVERY PROCEDURE



- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again, after two weeks if the fees are still outstanding
- At any time of the debt recovery process the family will be encouraged to enter a Payment Plan Agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to
- A child’s upcoming bookings will be terminated if payment has not been made after three weeks, for which the family will receive a final letter terminating the child’s position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.

**LATE FEES**

- It is unacceptable to pick children up late from the Service. The following late fees will apply where children are not picked up prior to the 6pm closing time:

Time	Late Fee
6pm – 6:10pm	\$10
6:10pm – 6:20pm	\$20
6:20pm - 6:30pm	\$30
6:30pm onwards	\$60

\*Per child

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.

**Resources and information for families**

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)



**SOURCE**

Australian Children’s Education & Care Quality Authority. (2014).  
 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 *Information for child care providers when a period of local emergency occurs*  
 Education and Care Services National Law Act 2010. (Amended 2023).  
[Education and Care Services National Regulations](#). (Amended 2023).  
 Guide to the National Quality Framework. (2017). (Amended 2023).  
 Revised National Quality Standard. (2018)  
[Western Australian Education and Care Services National Regulations](#)

**REVIEW**

	[NAME]	[POSITION]	[SIGNATURE]	[DATE]
<b>POLICY REVIEWED BY</b>		OSHC Director		
		School Principal		
		Governing Council member		
<b>POLICY REVIEWED</b>	October 2023	<b>NEXT REVIEW DATE</b>	October 2026	