



EAST ADELAIDE
SCHOOL OSHC

OSHC FEES & 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 'Xplor'. 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, Pupil Free Days and 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
- 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
- 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

The fee structure will be set annually by the Governing Council and is determined based on the running costs of the service.

Before School Care (BSC)	After School Care (ASC)
\$14.85	\$27.50
*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 Xplor account to facilitate set up of direct debit or using Xplor Home App.
- 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
- Processing fees will now be absorbed by the service and will no longer be charged to families.
- 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



CANCELLATIONS

The service is aware that changes to circumstance may result in the need to cancel a booking. Bookings and cancellations can be made electronically or via telephone; however, it is the preference of the service that families complete these electronically via Xplor.

If a child goes home from school sick, it is the responsibility of the family to notify the OSHC service.

BEFORE & AFTER SCHOOL CARE

Cancellations:

- Cancellations received 72 hours before the session will result in no charge for the cancelled session.
- Late cancellations (received after 72hours) will incur the full session fee, except under specific circumstances as outlined below.

Late Cancellations and Illness:

- Families will not be charged for late cancellations if a medical certificate is provided to the service within 7 days of the session absence.
- If the service is advised that a child has been sent home from school due to illness, the session fees will be waived for the ill child.
- At the discretion of the director.

Child Care Subsidy (CCS):

Families receiving CCS are entitled to 42 allowable absence days per financial year, during which CCS will still be paid. Once the 42 allowable absences have been reached, full fees will apply for any additional absences unless a valid medical certificate is provided within the required timeframe

VACATION CARE & PUPIL FREE DAYS

Cancellations for Vacation Care or Pupil Free Days made less than 7 days prior to the booking will incur the full fee.

Session Type	Pupil Free Day	Incursion	Incursion / Excursion	Incursion / Excursion
Activity Type	N/A	Bronze	Silver	Gold
Cost	\$55	\$66	\$71.50	\$88

LATE BOOKING FEE

Families are able to book in their children up until 6pm the night BEFORE any session subject to availability. 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 surcharge per child will apply to any booking made after 6pm for families, with such bookings only able to be made by the OSHC service.
- A \$5 surcharge will apply if a child is brought over from the front office and needs to be added to our records on the day.

The OSHC Director will use discretion for potential waiving of this fee based on individual circumstance.



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HOW IS IT APPLIED?

- After confirmation of the late booking, 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.

DEBT RECOVERY PROCEDURE

- The outstanding amount remains completely unpaid and unchanged for over 30 days, demonstrating a significant delay beyond standard payment terms and requiring immediate attention for resolution.
- The initial due date for the invoice or payment has passed by more than 30 days, signalling a substantial delay and highlighting the need for urgent follow-up to address the long-outstanding balance.

ACTIONS FOLLOWING 30-DAY OUTSTANDING DEBT

- A written request for the outstanding fees will be sent to the parents.
 - If the account remains outstanding for a further 7 days, another written request will be sent.
 - A third and final notice will be sent after a further 14 days.
 - If outstanding fees have not been paid in full within 7 days of the third and final notice being issued, the account will then be given to a Debt Collecting Agency. All fees incurred from the Debt Collecting Agency will be the parent or guardian's responsibility to pay.
 - If payment is not received within 30 days of the outstanding debt being raised, the child's upcoming bookings will be cancelled and the family will be sent a final notification terminating the child's place.
- **IF THE ACCOUNT OWING IS MORE THAN \$500**
 - If OSHC fees have not been paid within 14 days a written request for the outstanding fees will be sent to the parents.
 - If the account remains outstanding for 21 days another written request will be sent.
 - A third and final notice will be sent after 28 days. If outstanding fees have not been paid in full within 7 days of the third and final notice being issued, the account will then be given to a Debt Collecting Agency. All fees incurred from the Debt Collecting Agency will be the parent or guardian's responsibility to pay.
 - If payment is not received within three weeks, the child's upcoming bookings will be cancelled and the family will be sent a final notification terminating the child's place.



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>

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	\$15
6:10pm – 6:20pm	\$25
6:20pm - 6:30pm	\$35
6:30pm onwards	\$65

*Per child

If by 6:30pm 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.

CONTACT INFORMATION

Type	Method
Electronic	Xplor portal (Located on OSHC page of school website)
Email	dl.1036.oshc@schools.sa.edu.au
Phone	Home: 8362 6586 Mobile: 0423 782 668



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]
POLICY REVIEWED BY	Lauren Maio	OSHC Director	<i>L Maio</i>
POLICY REVIEWED	December 5, 2025	NEXT REVIEW DATE	December 6, 2026
POLICY REVIEWED	27/04/2026	NEXT REVIEW DATE	27/04/2027

