



FEES

Settlers Farm OSHC Service aims to provide a quality OSHC service. Fee levels will be set by the Governing Council each year, on completion of the annual budget and according to the service's required income. Our main source of income is derived from fees, and therefore there is a requirement for families to make regular fee payments. It is the parents' responsibility to ensure they are eligible and assessed for Child Care Subsidy by the Family Assistance Office.

Procedure:

-Setting Fees

- The Governing Council will set the required fee level to meet the budget for the next year.
- The management committee's recommendation will be presented to the Governing Council for ratification.
- The fee level will be reviewed each year.
- Families will be given 30 days notice of any fee increase.
- Fees will be adjusted annually in line with the CPI increase.
- Refer to fee schedule in appendices for current fees (*see appendix 22*)
- There will be a one off administration fee required upon enrolment for each new family enrolling in the service – a new family is defined as one which has never used Settlers Farm OSHC service before, or one that has not accessed Settlers Farm OSHC service for a period of one year or longer.
- The above procedure does not include families accessing one off emergency care.

-Fee payment

- The service's preferred payment option is direct debit.
- Fees may be paid by cash or internet deposit where there is a specific reason why direct debit is not possible, this must be negotiated with the Director.
- A dated receipt in accordance with Australian Government Childcare Services Handbook will be provided for each payment.
- Hours/sessions of care will be recorded in accordance with Australian Government requirements
- Casual emergency care is to be paid for in full at the time of care.
- Fee payments will be banked as required.
- Details of a family's fees and accounts will be confidential and stored appropriately.
- Families may request a copy of account records at any time.
- Parents should tell the service of their child's inability to attend as soon as this is known.
- For no charge/fee booking cancellations, notice must be given two weeks (ten business days) before the date of the booking.
- Any cancellations with less than two weeks notice will be charged the standard full fee.
- CCS is paid for up to 42 days absence per financial year across all approved childcare services – the service will comply with requirements set out from the Childcare Services Handbook 2011-12, section 13.
- Under the Director and OSHC Management Committees discretion exemptions will be given for extreme circumstances or long term illness.
- Payments of fees must occur weekly.
- Parents will be provided with their statement every Wednesday via a provided email address.



-Parent Entitlement for Fee Assistance

- Childcare Subsidy (CCS) will be deducted from fees in accordance with Australian Government requirements.
- Families will only be eligible for CCS if OSHC attendance records are accurately completed and children are signed in/out by the parent.
- Families will not be eligible for CCS for any days that their child is absent for days booked prior to their first day of attendance and/or after their last day of attendance – families will be charged full fee in these instances.
- The service will keep parents informed about Childcare Subsidy by, advising new families to apply for assessment; having application forms to distribute to families and/or relevant information brochures or phone numbers; reminding families of the need and encouraging them to reapply for reassessment when required; charging full fees when a parent is not entitled to CCS fee reduction.
- All documentation relating to CCS will be kept for a period of 7 years and made available to Australian Government officers on request.
- Families who cannot afford fees, due to exceptional sudden unforeseen or short-term financial difficulty, will be assisted where possible and/or provided with information of other possible avenues of financial support, including Special Childcare Subsidy.

-Overdue Fees

Parents/Caregivers with overdue fees will be encouraged by the Director or nominee 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 following procedure will apply:

- After one week overdue - a polite written reminder will be forwarded to the parent/caregiver.
- After two weeks overdue - a letter will be forwarded to the parent, advising that their child's place will be cancelled if the account becomes three weeks overdue. The letter will include a reminder that parents are encouraged to discuss payment difficulties and make suitable arrangements to pay with the Director.
- After three weeks of non-payment-if no arrangements to pay have been made, or if made and not kept, the place will be cancelled with written notification to the parents/caregiver. The unpaid fees may be passed to our agent for collecting unpaid fees. (*See bad debts*)

-Late Collection

- A late collection fee of \$25.00 for the first 15 minutes and \$1.00 for every minute thereafter will be imposed to cover staff wages and inconvenience when children are collected after closing time.
- Special circumstances will be given consideration in relation to the charges of late fees.
- When the parent/caregiver is continually late arriving at the service to collect their child, the Director will discuss other Out Of School Hours Care options with the parent/caregiver.
- Two week's notice must be given when a child is withdrawn from care. Any change in booked times need to be arranged beforehand with the Director
- See appendices for current late fees

NATIONAL QUALITY STANDARD

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
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Policy reviewed	Previous modifications	Next review date
Fees 2021	Add caregiver where ever parent is mentioned.	August 2022
Setting fees 2021	Dot point 3 The fee level will be reviewed each term, Change to each year	
Fee payment 2021	Dot point 13 include OSHC Management Committee	
Parent Entitlement for Fee Assistance 2021	Dot point 5 Change specific period of time to 7 years	
Late Collection 2021	Dot point 1 Add fees of \$25.00 for the first 15 minutes and \$1.00 per minute thereafter	