



1. Policy Information

Policy title	OOSH Fees Policy & Procedures
Policy version	O3.1
Classification	OOSH
Review cycle	1 year
Last review date	May 2024
Implementation date	May 2024
Next review date	May 2025
Approval Authority	Approved Provider (Principal), DPP, OOSH Nominated Supervisor
Person/s responsible for policy	OOSH Nominated Supervisor, Business Manager

2. Overview

Toongabbie Christian College (the 'College') OOSH (Out of School Hours/the 'Service') is available for parents/carers as an auxiliary service and as a result, parents/carers are charged an additional fee for engaging this service.

3. Policy

3.1 Fee Schedule

- 3.1.1 The Approved Provider, Business Manager and Nominated Supervisor meets annually to determine the budget and fee schedule.
- 3.1.2 Families will be provided with a minimum notice of 14 days before any fee change is implemented.

4. Procedures

4.1 Registration Fee

- 4.1.1 Upon registration, families are required to pay a once off, non-refundable registration fee.
 - 4.1.1.a If registering more than one child in a calendar year, families will be charged a family registration fee.
- 4.1.2 Families are not required to pay the fee for consecutive years. However, if their registration is inactive for a period of more than 12 months, they will be required to pay the registration fee upon re-enrolment.
- 4.1.3 Where the Business Manager believes the Registration Fee might create financial hardship, they may reduce the price or waive the fee altogether.

4.2 Child Care Subsidy

- 4.2.1 The Child Care Subsidy (CCS) is the payment made by the Government to assist families with the cost of child care. The gap is paid directly to the Service and passed on to parents/carers via a reduced statement.
- 4.2.2 The Service is not involved in the calculation of a family's CCS entitlements. This is done through Centrelink and the information provided by the parents/carers.
- 4.2.3 Parents/Carers are responsible for ensuring that Centrelink has processed their information and confirming their child/ren's enrolment through their myGov account.

- 4.2.4 In the event of a dispute between Centrelink and the parent/carers, parents/carers are to pay their fees in full until the subsidy is reinstated.
- 4.2.5 Parents/Carers are responsible for informing the Service if they are not eligible to receive the CCS.
- 4.2.6 The Service will ensure all necessary notices are posted to inform parents of the availability of CCS.

4.3 Bookings and Cancellations

- 4.3.1 Parents/Carers are expected to make bookings in advance for the sessions required.
- 4.3.2 Attendance may be declined if the Service is at capacity.
- 4.3.3 Bookings are only accepted if the child is registered in the current calendar year.
- 4.3.4 If parents/carers require care at short notice, attendance must be approved by the Nominated Supervisor. Attendance may be declined if the Service is at capacity.
- 4.3.5 Cancellation of bookings must be made by the close of business the Friday before the booking. This should be done via email
- 4.3.6 Cancelling on the week of attendance will incur the full fee.

4.4 Attendance

- 4.4.1 Fees are payable for absences if notice isn't given prior to close of business the Friday preceding.

4.5 Payment of Fees

- 4.5.1 Fees must be paid by the due date stated on the statement.
- 4.5.2 Statements will be issued fortnightly.

4.6 Late Payments

- 4.6.1 If parents/carers have not paid their OOSH fees after 3 fortnightly notifications, the Nominated Supervisor has the right to suspend the child's enrolment until the full payment has been made.
- 4.6.2 If parents/carers are financially unable to make a payment on time, a payment plan will be created in consultation with the Nominated Supervisor and the Business Manager.

4.7 Late Pick Up Fee

- 4.7.1 After School Care operating hours are from 2:55pm-6:30pm.
- 4.7.2 Vacation Care operating hours are from 7:00am-6:30pm.
- 4.7.3 Should a child be present after the closing time, a late fee per every 15-minute block will be charged.
- 4.7.4 Booking options include a 'Short Stay', where a discounted fee is charged where parents/carers indicate that their child/ren will be picked up before 5:00pm. Parents/Carers who have booked their children in for a 'Short Stay', but are picked up after 5:00pm, will be charged a late fee of \$8 per every 60 minute block.
- 4.7.5 If parents/carers anticipate a late pick up, they must call the Service to give prior warning.
- 4.7.6 Should a child be present after the closing time (6:30pm), a late fee of \$15 per every 15-minute block will be charged.
- 4.7.7 A grace period of 2 minutes is given, for both the full afternoon and for a short stay booking.
 - 4.7.7.a If a child is signed out after 5:02pm (short stay) or 6:32pm (regular), the late fee is automatically charged to the family's account.
- 4.7.8 Parents/Carers who collect their child/ren late more than twice in a term may receive communication from the Nominated Supervisor asking for an explanation. Further breeches may jeopardise their enrolment.

4.8 Methods of Payments

4.8.1 Parents/Carers can provide payment in the following ways:

4.8.1.a Direct Debit - details are included on each statement.

4.9 Confidentiality

4.9.1 All information in relation to fees will be recorded in Qikkids and will be shared with the College Finance team.

4.9.2 Parents/Carers can request a copy of their statement via email.

4.10 Unforeseen/Forced Closures

4.10.1 In the event of an unforeseen or forced closure, the Service will waive any fees being charged.

5. References

- Prepared in consultation with Becklyn

6. Considerations

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
R168, R170, R171, R172, R173	QA6.1.3, QA6.2.2, QA7.1.2	<ul style="list-style-type: none">• Welcome to OOSH• OOSH Delivery and Collection Policy & Procedures• OOSH Enrolment & Orientation Policy & Procedures• OOSH Confidentiality Policy & Procedures	<ul style="list-style-type: none">• Centrelink• Family Assistance Law• Privacy Act