
OSHC Fee Policy - 2020

General

OSHC aims to provide a quality service to families at an affordable price.

We set fees annually in accordance to our annual budget.

A child care subsidy is available to all families who meet residency and immunisation guidelines.

See <https://www.education.gov.au/child-care-subsidy> for details.

OSHC has no control in decisions made by the Commonwealth Government as to the amount of CCS you receive. OSHC uploads all enrolment information to the Commonwealth Government as per legislation. CCS is paid directly to OSHC who passes it on to families as a fee reduction. It is each family's responsibility to estimate their annual income with the Commonwealth Government. The Commonwealth Government will use this information to determine the size of the rebate and will adjust your payments if you estimate your income incorrectly. This can affect your rebate and thus overall cost for child care. All questions relating to CCS need to be directed to Centrelink. Issues with CCS and Centrelink do not negate your responsibility to pay the amount due on your account. Centrelink will cease your payments if you have not used the Service in 8 weeks. For example, if you only use Vacation Care you will need to reactivate your child/children's enrolment details with Centrelink. Centrelink will stop your payments if they deem you not to be eligible for CCS. On the rare occurrence that an upload is not successful you can provide written advice from Centrelink that this has occurred and we will re-organise the upload.

Definitions:

ASC:	an after school care session;
BSC:	a before school care session;
Booking:	means 'day of care';
Casual Booking:	irregular attendance throughout each calendar year;
Permanent Booking:	a regular pattern of attendance throughout each calendar year on one or more occasion per week;
Pupil Free Day Booking:	attendance on any pupil free day/s;
Vacation Care Booking:	attendance throughout any of our Vacation Care programs.
Notice Period:	more than 5 business days before the booking starts (includes vacation care and pupil free days)
Notice Period (casual booking):	more than 2 business days before the booking starts

Hours of Operation

Our hours of operation are:

BSC	6.30am – 9.00am
ASC	3.00pm – 6.00pm
Vacation Care:	6.30am – 6.00pm



Fees

	Fees from 1 JANUARY 2019	Inclusions
BSC – Permanent Booking	\$13.00	Includes breakfast
ASC – Permanent Booking	\$19.00	Includes afternoon tea
BSC – Casual Booking	\$13.00	Includes breakfast
ASC – Casual Booking	\$19.00	Includes afternoon tea
Vacation Care – if no excursion or no incursion *	\$50.00* excursions and incursion fees may apply and will be indicated on the enrolment form for each vacation care period.	Includes breakfast and afternoon tea
Pupil Free Days	\$50.00	Includes breakfast and afternoon tea
Late pick up – for pickups after 6.00pm		\$15.00 per 5 minutes (or part thereof) per family
Annual Enrolment Fee (non-refundable annual payment)	\$25.00 per family *	
Non-Communication Fee	\$10.00 *	
Overdue account fee	\$20.00 *	

NB. The above fees are the maximum fees payable before Child Care Subsidy reductions. For more information on your entitlements, please contact <https://www.education.gov.au/child-care-subsidy>.

*** Please note the CCS are not applicable to administrative fees (as detailed by the * above).**

Permanent Bookings

Permanent Bookings:

- are applicable for BSC, ASC, BSC + ASC;
- are made by specifying the day (or part thereof) on your enrolment form;
- will be set for the full school year – commencing Term 1 (Week 1) to Term 4 (Week 10) or (pro rata) if applicable; and
- you will be billed fortnightly.

Cancellation of Bookings

Cancellations are managed through contacting enrolments.oshc@ksss-pnc.org.au and advising of your change to enrolment.

If you wish to cancel a Booking/s (either a BSC, ASC, BSC + ASC Booking), you are required to give notice in accordance with the Notice Period through contacting enrolments.oshc@ksss-pnc.org.au

If you do not cancel your Booking within the Notice Period a full fee will be charged.

Vacation Care Bookings

Vacation Care Bookings are made prior to each vacation care period via the enrolment form available up to 4 weeks prior to vacation care commencing.

When cancelling your Vacation Booking (either all days or reducing the number of days) you are required to give notice in accordance with the Notice Period by emailing enrolments.oshc@ksss-pnc.org.au.

If you do not cancel your Vacation Care Booking within the Notice Period (Vacation Care), the full fee will be charged including the cost of any excursion/incursion if applicable.

Pupil Free Bookings

Pupil Free Day Bookings are made prior to the relevant pupil free day. If your child normally attends on that day (ie Monday) they will automatically be unenrolled for the day, you must contact enrolments.oshc@ksss-pnc.org.au to enrol them

Enrolments for pupil free day for those children who do not normally attend OSHC on that day can be made by emailing enrolments.oshc@ksss-pnc.org.au.

When cancelling your Pupil Free Day Booking, you are required to give notice in accordance with the Notice Period (Pupil Free Day) by emailing enrolments.oshc@ksss-pnc.org.au.

If you do not cancel your Pupil Free Day Booking/s within the Notice Period (Pupil Free Day), a full fee will be charged.

Absent Days for Sickness

If your child/ren is not signed in by 8.45am (BSC) or signed in before 3.15pm (ASC), your child/ren will be marked as 'absent' and a full charge will be applicable. Please see the following link for important details about absences.

<https://www.education.gov.au/new-child-care-package-frequently-asked-questions>

Closing Time

Our closing time is 6.00pm.

Parents who collect their children after this time will incur a late fee of \$15 per 5 minutes (or part thereof). This is to compensate our staff for overtime rates as required by relevant industrial instruments.

Non-Communication Fee

If your child is unable to attend the service (for any reason, including sickness) on their booked days (be they a BSC, ASC, BSC + ASC, Pupil Free Day or in Vacation Care), you must notify the service.

If no prior notification is provided by the start of that relevant day or session, an administrative fee will be charged for each child/ren due to the additional resources that are required to either locate the child/ren and/or contact the parent/guardian. This administrative cost for locating and ensuring the safety of your child/ren is \$10.00 per family. We have a legal obligation to account for all children who are booked into the service of any given day.

Annual Enrolment Fee

All families must enrol their child/ren into the service and a non-refundable annual enrolment fee of \$25 per family will be charged at the time of enrolment.

Payment of Fees

Accounts are issued fortunately via email.

Accounts are to be paid within 7 days via direct deposit to the OSHC bank account, credit card/Eftpos at the OSHC office.

Please note that credit card payments can no longer be taken over the phone. We do not accept cash or cheques

We recommend setting up a direct debit to ensure accounts are paid on time.

The OSHC bank account details are as follows:

Account Name: KSSS OSHC Bank – CBA

BSB: 064 152

Account Number: 10177896

Please note that it is a parent/guardian's responsibility to make sure their email address is up-to-date and that their statements are received each fortnight.

All monies will be banked on behalf of the service as soon as possible after receipt.

A Late Administration Fee of \$20 will be charged if an account is not paid by the due date and no payment arrangement has been made.

If there are outstanding fees, the following will apply:

1. if payment has not been made in 7 days of an account issue date, the service will send a message to an account holder, via email, to advise their account is overdue and charge \$20 to their account.(Reminder 1);
2. if payment has not been made in 14 days of an account issue date, the service will send a message to an account holder, via email, to advise their account is overdue and a further \$20.00 charge will be incurred (Reminder 2);
3. if payment has not been made within 30 days of the issue date, your account and Bookings will be suspended, and a debt collection agency may be used.

To discuss a payment plan please contact payments.oshc@ksss-pnc.org.au

