
OSHC Fee Policy - 2023

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 session of care
Casual booking	Irregular attendance throughout the current calendar year
Permanent booking	A regular pattern of attendance throughout the current calendar year of one or more occasions per week
Pupil Free Day Booking	Attendance on any pupil free day/s
Vacation Care Booking	Attendance throughout any vacation care program
Notice Period – Permanent Booking	More than 5 business days before the date of the booking
Notice Period (casual booking)	More than 2 business days before the date of the booking
Notice Period (vacation care and pupil free days)	More than 10 days before the date of the booking

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

	Rate	Inclusions
BSC – Permanent Booking	\$16.50	Includes breakfast
ASC – Permanent Booking	\$23.00	Includes afternoon tea
BSC – Casual Booking	\$18.50	Includes breakfast
ASC – Casual Booking	\$25.00	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 account *	Assists with the costs of craft materials, new games for the children and staff professional development
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 via the Xplor app;
- 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 the Xplor app.

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 the Xplor app

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 through the Xplor app.

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 request a booking via the Xplor app to enrol them

Enrolments for pupil free day for those children who do not normally attend OSHC on that day can be made via the Xplor app.

When cancelling your Pupil Free Day Booking, you are required to give notice in accordance with the Notice Period (Pupil Free Day) via the Xplor app.

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.

This fee will also be charged for families who present at the service with no prior booking and we take your child/ren for that session. This is required as we will often need to extend staff shift lengths to compensate for the extra children or call-in extra staff.

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 fortnightly via email and can be viewed via the Xplor app.

Accounts are to be paid within 7 days via direct deposit to the OSHC bank account, through Qkr, via the Pay Now function in the Xplor app or via direct debit through Xplor.

Please note we do not accept cash or cheques



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.

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.

In the event of default on payment by "the Account holder", "the Account holder" will be liable for all losses, liabilities, costs and expenses (including but not limited to debt recovery and legal expenses, including commission charged by debt recovery agents and solicitors costs) on a full indemnity basis.

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

