

# Toolangi PRIMARY SCHOOL

## *Outside of School Hours Care Payment of Fees Policy*



Main Rd. Toolangi TEL: 5962 9255

Email: [toolangi.ps@education.vic.gov.au](mailto:toolangi.ps@education.vic.gov.au) Website: <https://www.toolangi.ps@education.vic.gov.au>

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<b>Policy Name</b>	Outside of School Hours Care Payment of Fees Policy	<b>Approved</b>	February 24th 2022
<b>Responsibility</b>	Sally Herbert	<b>Review Date</b>	February 2023

### **Aim**

This policy provides information to parents and carers on the fees payable, relevant subsidies and administration associated with OSHC service fees.

### **POLICY**

Toolangi Primary School Outside of School Hours Care (OSHC) is a not-for-profit service that is committed to accurate, timely and legally compliant financial administration to ensure the financial viability of its OSHC service.

The cost of attending our service contributes to the running cost of the program including but not limited to staff salaries, staff training, equipment maintenance and replacement, incursion/excursions, office materials, cleaning, food, and children's activity resources.

### **Toolangi Primary School OSHC is committed to:**

- Providing a quality service at an affordable price so that all children have a right to access our service, regardless of economic status, cultural background, or disability
- Ensuring that families and carers are provided with information about the Child Care Subsidy (CCS) application process
- Ensuring that families and carers are provided with information about service fees, payment statements, payment methods and information about financial support
- Maintaining accurate and up to date financial records in accordance with the Confidentiality of Records Policy
- Identifying equitable solutions that address fee payment barriers for families or carers to sustain positive impacts gained for children in the service. This includes payment plans where appropriate
- Working with the School Council to sustain a sufficient income that ensures the viability of the service

### **Toolangi Primary School School Council is responsible for:**

- Complying with the Australian Government requirements as an approved service for the Child Care Subsidy (CCS) System
- Regularly reviewing the service fees with School Council input based on OSHC service income and expenses, as required

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- Updating policies and procedures based on any industry changes to fee requirements
- Complying with the online CCS system reporting requirements
- Providing families and carers with information about changes to fees in writing and with 14 days' notice as per Australian Children's Education and Care Quality Authority (ACECQA) requirements
- Providing families with statements via email in advance of the payment due date
- Training of OSHC staff to be aware of the requirements to meet CCS system reporting requirements and fee payment procedures
- Referring families to Centrelink for questions related to the calculation and allocation of CCS or the Additional Child Care Subsidy (ACCS) to families.

### Families or Carers are Responsible for:

- Checking eligibility for CCS through Centrelink and if eligible, lodging CCS application to receive their eligible fee reductions
- Provide Toolangi Primary School OSHC with accurate Customer Reference Number (CRN) details for the purpose of the CCS system, as required
- Updating Centrelink should the family circumstance change and this impact CCS
- Payment of session fees for the care of their child / their children on a regular fortnightly basis
- Ensuring any outstanding payments are finalised prior to the end of school term. If the account balance is not at nil, future bookings may be affected
- Ensuring that the OSHC service is made aware of any delays to paying fortnightly fees on time
- Providing evidence e.g. a medical certificate, when your child / children are absent from the service. This evidence can be used to ensure payment from the CCS depending on entitlements.

### Session Fees

Session	Times	Price	Includes
Before School Care	6.30am - 9.00am	\$21.00 Per Session	Breakfast
Before School Care (Casual)	6.30am - 9.00am	\$23.00 Per Session	Breakfast
After School Care	3.30pm - 6.30pm	\$21.00 Per Session	Afternoon Tea
After School Care (Casual)	3.30pm - 6.30pm	\$23.00 Per Session	Afternoon Tea

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School Holiday Program Care Full Day / Vacation Care	8.00am - 6.00pm	\$ TBC	Breakfast, Morning Tea, Afternoon Tea (BYO Lunch)
Pupil Free Day	8.00am - 6.00pm	\$ TBC	Breakfast, Morning Tea, Afternoon Tea (BYO Lunch)

### Other Fees

- **Late Collection Fees**

- Whenever practical, a parent or carer should advise they will be collecting their child late by calling the OSHC service so their child can be notified
- A late collection fee will be incurred if the child has not been collected by 6.30pm. This is equated as \$5.00 per child per 5 minutes until your child is collected
- A late collection fee is not covered by CCS
- Continual late collections may result in changes to your regular bookings. The OSHC Nominated Supervisor will discuss these decisions directly with the parent or carer.

- **Non-Attendance Fees**

- Families or carers will incur an additional charge on top of the service fee above of \$20 per child when a child does not attend a booked session and no notification is given
- Families or carers must also note that the Child Care Subsidy cannot be applied for these sessions that are considered 'no shows'.

- **Cancellation Fees**

- Notice periods that families and carers are required to adhere to are listed above. These notice periods are applicable when making cancellations to service bookings
- If notice periods are not met, the service fee will be charged as usual with CCS applied unless a medical certificate has been provided.

- **End of Term Fees**

- Extended hours of care may result in an increased fee to regular After School Care or casual After School Care bookings for the last day of term due to the session starting earlier.

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### **Payment Method Procedure**

- Service fees are payable from the agreed commencement date elected at enrolment
- The preferred payment method for OSHC sessions at Toolangi Primary School is direct deposit. Cash will be accepted.
- Parents or carers will receive their statement with a payment due date on a weekly basis
- Parents may elect to arrange part payments or pay for the service in advance rather than in arrears, provided this is discussed directly with the OSHC Nominated Supervisor
- Parents are to be mindful that additional fees may be applied per session, i.e. non-attendance fees, late collection fees. These additional fees will be evidenced in the weekly statement. Additional fees are outlined below under 'Other Fees'
- Cheques will not be accepted

### **Overdue / Dishonour Procedure**

- Toolangi Primary School OSHC relies on prompt payments so that our service remains viable and Toolangi Primary School OSHC understands that payment issues and delays may arise
- Whenever possible, families with overdue fees are encouraged to inform the OSHC Nominated Supervisor of payment delays or financial hardship so that options for assistance can be arranged
- Families that cannot afford fees will be provided with information on avenues of financial support, including Special Child Care Assistance
- Payment of accounts is expected on a weekly basis. Once account arrears reach \$100.00 a letter will be sent to parents requesting immediate payment. If arrears reach \$150.00 access to the service will be denied until payment is made. Families will be encouraged to discuss any financial concerns with the OSHC nominated supervisor.
- Toolangi Primary School reserves the right to engage a debt collection agency to collect outstanding fees overdue more than 8 weeks
- OSHC services may not recommence until such time as an account balance returns to nil balance after four weeks overdue *or* a payment plan has been set up with input from the OSHC Nominated Supervisor or Person with Management or Control.

### **Refund Procedure**

- Refunds will be arranged when a family or carer has paid for a service session that they no longer wish their child to attend provided the below listed notice period has been adhered to
- Families and carers may choose to be reimbursed or refunded or keep their payment as credit for future sessions.

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### Definitions

**Additional Child Care Subsidy (ACCS):** The Additional Child Care Subsidy (ACCS) is a top-up payment in addition to the Child Care Subsidy (CCS) and, except for the ACCS (transitioning to work); it will cover all of a child's child care fees in most cases. ACCS includes four elements: ACCS (child wellbeing) – for families who require practical help to support their children's safety and wellbeing ACCS (grandparent) – for grandparents who are primary carers of their grandchildren ACCS (temporary financial hardship) – for families experiencing temporary financial hardship ACCS (transition to work) – for families transitioning from income support to work.

**Child Care Subsidy (CCS):** Child Care Subsidy (CCS) is designed to assist eligible families with the cost of accessing approved and registered childcare services, by subsidising some of the cost.

**Child Care Subsidy System (CCSS):** Is the interface for families and childcare providers. The CCSS manages the payment and administration of the Child Care Subsidy (CCS), including recording attendance times, which was mandatory from January 2019

### Roles and Responsibilities

Department/Role	Responsibility
Educators and Supervisors	Person with Management or Control, Educators, Supervisors, Nominated Supervisor/Educational Leader will oversee the implementation and service adherence to this policy All Educators are responsible for the daily implementation of the policy when directly supervising children.
Parent or carer	As account holders, parents or carers must ensure they fulfil their payment obligations and provide their banking details prior to their child starting care, as required.
School Council / Principal	Provide official sign off on the Policy

### Policy Review

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Toolangi Primary School OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g. parents, school community etc. will also inform policy updates and review.

### Legislation and Standards

- [Education and Care Services National Law Act](#) 2010
- [Education and Care Services National Regulations](#) 2011
- [National Quality Standards](#) (Quality Area 2: Children's Health and Safety)

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- [Family Assistance Law](#)
- [Children's Services Regulations 2009](#)
- [Education and Care Services National Regulations 2011](#)

### Supporting Documents

- [Immunisation and Health Check Requirements for Family Tax Benefit](#)
- [Child Care Subsidy \(CCS\)](#)

### Staff Acknowledgement

I acknowledge:

- receiving the Toolangi Primary School OSHC Payment of Fees Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.


### Evaluation

This policy will be reviewed annually by the School Council to confirm/enhance internal control procedures.

Proposed amendments to this policy will be discussed with Administration Staff, and School Council

### Certification

This policy was ratified by the School Council on February 24th 2022

Signed.....  
PRINCIPAL

Signed.....  
SCHOOL COUNCIL PRESIDENT