

Outside School Hours Care (OSHC) Payment of Fees and Booking Policy 2023



Help for non-English speakers

If you need help to understand the information in this policy please contact our office reception staff.

PURPOSE

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

POLICY

Bellaire Primary School Council Outside School Hours Care Service (BPSC OSHC Service) operates as a non-profit organisation. Any surplus income will be expended on equipment, resources, minor upgrades and service improvements for Bellaire Primary School, as detailed in the school cash budget, reviewed and approved by the School Council. BPSC OSHC aims to provide a quality service that is accessible and affordable to all families.

Fees for each component will be set each year by the Bellaire Primary School Council, on completion of the annual budget and according to BPSC OSHC Service's required income, in order to provide a quality and viable education and care service.

The setting and payment of fees takes into account all requirements of the Education and Care Services National Regulations (2011), Australian Tax Office requirements, privacy legislation and the guidelines provided by the Australian Government Department of Education. BPSC OSHC Service understands the importance of maintaining accurate fee statements and providing clear information to families on fee payment processes.

The BPSC OSHC Service is funded by the Australian Government to provide family assistance to families through the Child Care Subsidy System (CCS) and is approved to provide 120 places to children in each care component each day.

BPSC OSHC Service is committed to ensuring:

- Families are provided with information and advice about fee levels and the Child Care Subsidy System (CCS) application process, affordable fees, a fee payment process, regular and accurate fee payment
- Families are provided with statements and information about financial support.
- A process is maintained where a family's difficulties in maintaining their fee payments can be addressed in order to prevent any negative impact on the care provided to their child.
- A sufficient fee income is maintained to ensure BPSC can maintain a quality viable service.
- Fee payments are up to date and accurate collection records are maintained.
- All records held will be maintained in accordance with BPSC OSHC Services Privacy and Confidentiality
- All BPS OSHC Services documentation are stored in alignment with the Record Keeping and Retention Policy.

Bellaire Primary 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
- 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
- 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 BPSC 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 weekly 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 weekly 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.

CHILD CARE SUBSIDIES (CCS)

'The Australian Government provides financial assistance to families, mainly as subsidies, under the Family Assistance Law.' Child Care Provider Handbook V.1.0. 29 May 2018

- BPS OSHC Service will comply with the Australian Government requirements to be an approved education and care service for the purposes of providing childcare funding to families in the form of the Child Care Subsidy (CCS); the on-line CCS reporting requirements; and any other requirements for claiming and administering CCS.
- At enrolment all families will be provided with information on how to apply for funding or families can contact DESE/Centrelink to ascertain their eligibility. Phone 136 150 or website <https://www.servicesaustralia.gov.au/child-care-subsidy> It is the responsibility of the enrolling parent/guardian to complete, lodge and confirm their CCS application and enrolment with DESE to receive their eligible fee reductions in a timely manner.
- Families must notify the program in writing if they do not wish to receive government fee assistance – they will be paying the full day/session fee.
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account. Families will then be required to pay the gap fee.
- Any changes in a family's financial circumstances may result in cancellation of CCS. It is the family's responsibility to contact the DESE/Centrelink via My Gov if they wish to dispute this or discuss it further. Centrelink; 13 61 50. www.my.gov.au
- Parents/guardians must apply to the DESE Office/Centrelink via My Gov to determine their eligibility and receive financial assistance. Families will only be eligible for CCS if child-care attendance records are accurately completed and signed by the parent/guardian, and other eligibility requirements are met.
- All documentation pertaining to CCS will be kept for the specified period of time and made available to authorized Australian Government Officers on request.

- Educators at BPSC OSHC Service have a basic knowledge of CCS requirements and will therefore refer specific queries to the OSHC Coordinator. The OSHC Coordinator will be trained in the implementation and administration of CCS reporting and CCS fee payment procedures.
- The OSHC program must be provided with correct information for data matching including CRN numbers for each child and parent, their date of birth and contact name details of the claiming parent, and correct booking patterns or Complying Written Arrangements (CWA). Missing or incorrect details will result in no CCS being received until the mistakes are corrected.
- If families are experiencing difficulties making their payment, they should advise the School Accounts Receivable Officer or Business Manager as soon as possible.
- Families will be notified of upcoming changes in the Child Care Subsidy System via the OSHC communication; written notices posted on the OSHC noticeboards, newsletter and emails.
- **BPS OSHC Service is not responsible for the calculations or allocation of CCS to families. Families must liaise with the DESE/Centrelink for all of these matters.**

BOOKING OPTIONS

Permanent bookings are the same days required every week during school terms. This is a confirmed position held for a child during program times on those days;

- After School Care: 3.30-6.00pm;
- Before School Care: 7.30-8.45am.

If a child does not attend the program on their permanent days without cancellation, a full fee is still charged and, provided the child meets the eligibility requirements for allowable absences, the gap fee is still payable.

Casual bookings are made when a day or days are required on a non-permanent basis. These bookings can be made at any time, but are subject to the availability of positions. Once booked, if a child does not attend the program on their casual day without cancellation, a full fee will still be charged. Fees apply once the place is booked.

Cancellations are required by 7am on the day of care for Before School Care and Curriculum Day Sessions, and by 3pm on the day of care for After School Care.

Cancellations should be made using the FullyBooked program, by phone or phone message to OSHC on 5244 0567 or by email to oshc@bellaireps.vic.edu.au

If a cancellation is not made by the cut-off time, fees will be charged for the absence.

ABSENCES

All absences, without appropriate notice of cancellation, will be charged the full fee cost for both permanent and casual places once booked. If the absence falls within the family's allowable yearly absences for CCS, families will be required to pay the gap fee for the absence.

Absence from the program can affect the CCS entitlement received. For further details refer to the BPS OSHC Service Parent Handbook and the website

<https://www.servicesaustralia.gov.au/child-care-subsidy>

- Families should contact BPS OSHC Service to advise of their child's inability to attend as soon as this is known and prior to the booked session of care, as per the cancellation requirements.
- Families eligible for CCS are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally have attended on that day, and fees have been charged.
- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences.
- Additional absences are permitted in the following situation:
an illness (with a medical certificate)
an outbreak of an infectious disease, when the child is not immunised
any other absences due to sickness of the child, a parent or sibling, supported by medical certificates

a parent being on a rotating shift or rostered day off
 a temporary closure of BPS OSHC Service or a pupil free day
 shared custody arrangements due to a court order, consent order or parenting order
 attendance at preschool
 exceptional circumstances.

- **Cessation of Care:** Two weeks notice of cancellation to permanent places must be given

PROCEDURE FOR FEE SETTING & PROVIDING ACCOUNTS

- The recommendations on the required fee level to meet budget prediction for the next year will be presented to the School Council for final determination.
- The fee schedule and fees payment policy will be fully explained to families during the enrolment process.
- Fees payable will be based on daily sessions.
- Invoices will be issued weekly in arrears.
- Families will be given a minimum of 14 days' notice of any fee increase.
- The same fee will be charged to all families, with the gap fee being determined by the family's CCS eligibility.
- Details of an individual's account and all completed forms kept by BPS OSHC Service will be confidential and stored appropriately. Individual families may access their own account records at any time. Particulars of fees will be available in writing to families upon request.

SESSION FEES

Session	Times	Price	Includes
Before School Care	7:30am 8:45am	\$13	Breakfast
After School Care	3:30pm 6:00pm	\$20	Afternoon Tea
Pupil Free Day	7:30am 6:00pm	\$65	Breakfast, Morning Tea, Afternoon Tea (BYO Lunch)

OTHER FEES

- **Direct Debit Fees**
 Payment via bank account \$0.80 per transaction **preferred method**
 Payment via credit card 1.99% per transaction
 Failed payment fee \$9.90 per transaction
- **Walk in Fees**
 Families or carers will incur an additional charge on top of the service fee above \$2 per child when a child attends Before School Care or After School Care without prior confirmation.
- **Late Collection Fees**
 Whenever possible, if a parent/guardian is late to collect their child, they should ring the BPSC OSHC Service (refer to BPS OSHC Service Arrival and Departure Policy)
 A late collection fee will be charged to families not collected from BPS OSHC Service by closing time at a rate of \$1.00 per one minute per child (or part thereof) after 6pm.
 The fee charged for late collections is determined by:
 - the need to cover the cost of paying overtime wages to staff
 - the need to deter families from making a habit of late collections
 - consideration of any special circumstances (i.e. traffic accident or vehicle breakdown).
 When a family is continually and regularly late arriving at BPS OSHC Service to collect their child, the OSHC Coordinator will discuss other child-care options with the family. (See the BPS OSHC Service Arrival and Departure Policy)
 The childcare subsidy does not apply to Late fees, and Late Fees will be charged to family statements as a separate fee.

Continual late collections may result in changes to your regular bookings. The OSHC Coordinator will discuss these decisions directly with the parent or carer.

- **Non-Attendance Fees**

Families or carers will incur the full cost of care when a child does not attend a booked session and no notification is provided within 30min of the session starting.

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.

PAYMENT METHOD PROCEDURE

Program Invoice Statements are issued weekly via email for all families who have charged bookings, permanent or casual, for the prior week of care.

- Families are required to pay fees in arrears for the previous week of care.
- Payment can be made in full. Part payments can also be made by agreement with the Business Manager.
- Fees must be paid within 7 days of 'issue date' on your statement
- A dated receipt, in accordance with Australian Government guidelines, will be provided for each payment
- 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 that is emailed. Additional fees are outlined in 'Other Fees'

Remainder of 2023 school year

- Payments are made by an online payment system via Qkr! App, Bank EFT, Direct Debit facility or BPAY (if invoice has been raised on family account)
- BPSC OSHC is transitioning to a new software for all enrolments and bookings effective the 2nd of October 2023.
- All families wishing to make bookings for Term 4 2023 will need to enrol using the new program FullyBooked before 02/08/2023 regardless of their current enrolment status.
- Families in debt greater than \$100 will need to make payments to reduce their outstanding debt below \$100 before they can book any enrolments for Term 4 2023.

From the 1st January 2024

- Bellaire Primary School Council's nominated payment method for OSHC sessions is Direct Debit.
- From 1st of January 2024, parents or carers are required to provide bank details when enrolling their child, to allow direct debits to commence - unless alternative arrangements have been made in advance in consultation with the Business Manager of Bellaire Primary School.
- Families in need of different payment arrangements must consent to having OSHC fees invoiced through their family account, and they should make regular payments using BPAY.
- As of the 1st of January 2024 OSCH payments will not be an available option on QKR.

PROCEDURE FOR DEALING WITH OVERDUE FEES

Families with overdue fees will be encouraged by the Accounts Receivable Officer to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.

Families disputing CCS entitlements are required to pay for care received. It is the responsibility of families to follow up any CCS claims with DESE/Centrelink and receive the rebate directly from these agencies. The Bellaire OSHC program is unable to backdate claims unless DESE/Centrelink issues a correction via the online system.

Families that cannot afford fees will be provided with information on avenues of financial support, including [Additional Child Care Subsidy](#) and Special Childcare Assistance.

If there is no settlement of the account after two requests, the account will then be handed to the School Business Manager to be followed up. Families who use the program are required to keep their accounts up to date.

Should an agreed payment arrangement or plan not be kept, the following procedure will apply:

After payments are two weeks overdue	A written reminder/email will be issued to the family member nominated on the enrolment form as the person responsible for the payment of fees.
After payments are four weeks overdue	A second letter/email will be issued with a reminder that the family member nominated on the enrolment form as the person responsible for the payment of fees is encouraged to discuss payment difficulties and make suitable arrangements to pay with the School Accounts Receivable Officer or Business Manager. This letter will be followed up with a phone call from either the School Accounts Receivable Officer or Business Manager.
After payments are six weeks overdue	A letter will be issued advising that the place may be cancelled if the account should become seven weeks overdue. This letter will be followed up by a phone call from the School Business Manager.
After payments are eight weeks overdue	If no arrangements to pay have been made and adhered to, the place(s) will be cancelled. A letter to the family member nominated on the enrolment form as the person responsible for the payment of fees will be sent from the School Council advising the family of this and will include a copy of BPSC OSHC Services Dealing with Complaints Policy.

DEFINITIONS

- **CCS** - Child Care Subsidy is a payment from the Australian Government to help families with the cost of child care.
- **CRN** - Centrelink Customer Reference Number.
- **Pupil Free Day** – A full day session offered on School-prescribed Curriculum days.
- **CWA** – Complying Written Arrangement is an arrangement between the OSHC Service and the parent/guardian to provide childcare in return for fees – and must reflect the booking pattern
- **Gap Fee** – the amount remaining after eligible CCS payments are deducted from the full fee.
- **MyGov** – myGov is a secure way to access government services online in one place
- **Fullybooked** – An online platform used for making casual bookings and cancelling permanent and casual bookings.

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, Bellaire Primary School Council 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)
- [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 \(CCS\)](#)

SOURCES & LEGISLATIVE REFERENCES

- Centrelink; www.centrelink.gov.au
- Department of Human Services;
www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees
- Info for families; www.education.gov.au/childCarePackage
- My Gov; www.my.gov.au
- National Professional Support Coordinator Alliance 2012, Getting started with policies for the NQF: Policies in Practice template –Payment of Fees, www.pscalliance.org.au

POLICY REVIEW AND APPROVAL

Policy last reviewed	Term 3, 2023
Consultation	School Council
Approved by	Principal
Next scheduled review date	Term 1, 2024