



Payment of Fees Procedure

This procedure should be read in conjunction with the 'Governance and Leadership Policy'.

Fee Schedule

1. The centre's fee schedule will be set by the Centre Manager and General Manager, reviewed each year and updated when necessary.
2. The fee schedule is given to families upon enrolment and each year upon re-enrolment.
3. Families will be given a minimum of 14 days' notice of any fee increase.

Bond

1. Upon enrolment a Bond is payable prior to commencement and set out in the Fee Schedule.
2. When care is no longer required, the bond will be fully refunded if the account is up to date after completion of a Withdrawal Form. This may take up to two weeks to allow processing of benefits through the Centrelink system.

Booking a child into OOSH

1. Families pay for a position and may elect to book a
 - permanent full-time,
 - a permanent part-time,
 - casual
 - rostered position.
2. Families who elect to book full-time or part-time permanent positions are required to pay fees on Public Holidays if the holiday falls on their normal day of care.
3. The service will provide care during School Pupil Free days. If your child has a permanent booking that falls on this day and your child does not utilise care that day, the day will be charged as an absence.

Statements and Payment of Fees

1. Fees are charged at the end of each week and statements are issued upon receipt of CCS entitlements.
2. Families are required to pay fees upon receipt of their statement. Statements will show an itemised list of each week's attendance.
3. Fees are payable by the following methods;
 - Direct Deposit via internet banking
 - Please note: NO CASH or EFTPOS will be accepted as payment.
4. All fees must be paid in full by the last day of each term to ensure no overdue accounts are carried over into the new term.
5. Families with overdue fees are encouraged to speak to the Centre Manager to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply;
 - After one week overdue – a polite reminder will be sent to the parent/guardian

- After two weeks overdue – a letter advising the position may be suspended or cancelled.
 - After three weeks overdue – if no arrangements to pay have been made or kept, the position will be cancelled.
6. Details on an individual’s account and all completed forms kept by the service will be kept confidential and stored appropriately.

Non- Attendance

1. Parents/Guardians should contact the service as soon as possible to advise their child does not require care that day. Fees are still payable on days the child has a permanent booking.
2. At least 24 hours notice is required for casual positions to either reserve or cancel a booking. If 24 hours’ notice isn’t given for cancellations, an absence fee will be charged.

Child Care Subsidy

1. It is the parent/guardian’s responsibility to complete and lodge their CCS application within the Centrelink section of MyGov. Families need to apply for each type of care they will use i.e. Before School Care, After School Care and Vacation Care.
2. Families with children under 7 years seeking CCS for the first time will be required to meet the Australian Government’s immunisation requirements.
3. Families will only be eligible for CCS if the child care attendance records are accurately completed by the parent or other authorised collector. Correctly signing children in and out of the centre using the Kiosk system is an essential part of these records.
4. Families 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 may be claimed when the 42 days have been used - supporting documentation may be required for approval of additional absences.
5. All inquiries regarding accounts or CCS entitlements should be directed to the Centre Manager.

PROCEDURE VERSION AND REVISION INFORMATION



Authorised by GENERAL MANAGER

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