



WOODSIDE PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

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2021 Policy Statement on Fees

Policy Statement

The Woodside Primary School Out of School Hours Care Service aims to provide a quality service at an affordable price to parents and caregivers who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines.

Fee levels will be set by Governing Council on recommendation from the OSHC Advisory Committee each year, on completion of the annual budget taking into account the service's running costs.

Policy and Procedure

- Governing Council will set the required fee level to meet the budget for the next year. The OSHC Advisory Committee's recommendation will be presented to Governing Council for the final decision.
- The fee level will be reviewed annually. Parents will be given four (4) weeks' notice of any fee increase.
- Parents will be informed of additional activities and their expected cost two (2) weeks prior to the event i.e. Vacation Care activities.
- Accounts are issued weekly.
- Fees are due to be paid in full on a weekly basis. Invoices will be issued via email on Tuesdays and payment will be required by Friday of that same week.
- Fees are to be paid by electronic transfer to the account details listed on the bottom of the invoice.
- Hours/sessions of care will be recorded in accordance with Government regulations.
- Fee payments will be recorded in accordance with Government regulations.
- Details of family's fees and accounts will be confidential and stored appropriately. Families may access their own account records at any time by request.
- It is the parent's responsibility to have their eligibility for Child Care Subsidy Scheme (CCSS) assessed by the Family Assistance Office.
- Child Care Subsidy Scheme (CCSS) will be deducted from fees in accordance with Government regulations.
- Families will only be eligible for CCSS if OSHC attendance records are accurately completed and signed by the parent.

- The service will keep parents informed about CCSS by
 - Advising new families to apply for assessment
 - Charging full fees when a parent does not have a current assessment notice
- Families must supply OSHC with a current email address as this is the only method of sending out invoices (every Tuesday).
- Parents experiencing difficulties paying fees will be encouraged by the Director to make suitable arrangements to pay. Where there has been no contact from the family or a payment plan has not been followed, debt recovery will commence.
- The following is the procedure that is used in regard to payment of accounts:
 - Week 1: Invoice of attendance for the previous week will be issued on Tuesdays via email with a due date of three (3) days (payable by the Friday of that same week).
 - Week 2: If payment in full, or contact to arrange a payment plan, has not been made, a reminder notice is issued requesting payment in full by the end of the week
 - Week 3: If payment in full or contact to arrange a payment plan has not been made then the following late fee amount will be incurred:
 - If less than \$1 then no additional fee will be charged
 - \$1.01 to \$5.00 then \$5.00 additional fee will be charged
 - \$5.01 to \$10.00 then \$10.00 additional fee will be charged
 - \$10.01 to \$20.00 and above then \$20.00 additional fee will be charged

The late payment fee is added to the invoice total and request for payment in full within the next 7 days is issued

- Week 4: If payment in full or contact to arrange a payment plan has not been made, then exclusion of child/ren will apply until payment in full has been received and a \$50.00 account reactivation fee is paid.
Payment in advance of the gap amount (or full fee if no subsidy is applied) per session is required for any future bookings until cleared by the OSHC Advisory Committee.

Cancellation of Booked Sessions

Cancellation of booked sessions for students will incur a fee for the following notification period:

- Up to 1 day (24 hours) notice – full fee ('late cancellation') is charged for each cancelled session.
- 1 day (24 hours) – 7 days (168 hours) notice – half of the full fee ('cancellation') is charged for each cancelled session.
- More than 7 days (168) notice – no fee is charged.

Cancellations can be received via text (0411 779 529), email (woodside.oshc@gmail.com) or voice message (0411 779 529).

If no cancellation is received and a booking is not fulfilled the full fee for that session will be charged and an “absence” recorded for the purpose of the CCSS (42 allowed per year).

There are different cancellation fees charged for the Vacation Care program. Please see the Vacation care booking sheet for these details.

In the case of exceptional circumstances that cause cancellation, the fees associated with the cancellation can be discussed and reviewed by the OSHC Director.

Late Pick-up Fees

- Whenever possible, the parent should ring the service to advise they will be late to collect their child/ren.
- When children are collected after close of business (6.30 p.m.) the first 5 minutes will incur a \$25.00 fee. Thereafter a late collection fee of \$2.00 per minute per child will be imposed when parents arrive later than 6.35 p.m. The total charge will be determined by the sign out time on the KidsXap application.
- These charges may be waived in exceptional circumstances at the discretion of the Director.

When a parent is continually late arriving at the service to collect their child/ren, the Director will suggest other Outside School Hours Care options with the parent. If this action continues the child/ren may no longer be able to access the Service.