



# Fees and Charges

## POLICY RATIONALE

Holy Family Catholic School OSHC supports a fee system that is affordable and accessible to all families and ensures the program maintains viability. Eligible families can access fee relief in the form of a Child Care Subsidy (CCS). If you have any questions relating to your Centrelink/Family Assistance Office benefits or entitlements, you can email through the family MyGov account or contact the Services Australia - Family Assistance Office on 13 61 50.

## POLICY OBJECTIVES

The fees and charges policy is designed to inform families of their expected costs and their responsibilities in relation to payment methods. This is to ensure children can attend their chosen programs and excursions. It also details the process Holy Family Catholic School OSHC will take when fees are outstanding.

## PROCEDURES

- You must pay all Holy Family Catholic School OSHC accounts by the due date for payment. Fees and charges for Holy Family Catholic School OSHC Services are subject to change.
- Financial information is available on the Xplor app. Only the primary carer for the child will be able to see financial information.
- If the parent user is a non-primary carer, they will not see any financial information and will instead see an error message advising them of this.
- The Finance dashboard features a Centre card illustrating the amount that is either **owing or in credit** by. Tapping on the Centre card will open the statement view.
- The primary carer will be able to see the **Government Childcare Subsidy** percentage. If the subsidy percentage is 0%, an error message will display advising of the potential next steps to take to rectify the issue.
- Bookings will not be accepted from families who have outstanding monies owing from previous programs.

## RECORDING FEE PAYMENT

Holy Family Catholic School OSHC will record fee payments and bookings through a suitable administration package that meets Commonwealth Government requirements for claiming CCS payments and in line with the Child Care Management System (CCMS) requirements.

## CHILD CARE SUBSIDY (CCS)

All information you provide to Holy Family Catholic School OSHC regarding entitlement to Child Care Subsidy must be correct, up to date, and consistent with the information you provide to Centrelink. Until Holy Family Catholic School OSHC can verify your entitlement to Child Care Subsidy, you are responsible for paying full fees and charges for the use of the Service.

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The Holy Family Catholic School OSHC Service is a fully approved service for Centrelink purposes and will submit the registered child's attendances.

Holy Family Catholic School OSHC, in accordance with CCS,, can only resubmit attendances up to a maximum of 28 days from your attendance.

**Child Care Subsidy Accountability:** Holy Family Catholic School OSHC will keep Parents/Guardians informed about the processes for securing CCS payments by providing on updating information on the Holy Family Catholic School OSHC website. Holy Family Catholic School OSHC Programs are Approved Services with the Department of Education (Federal).

### CHILD CARE SUBSIDY ALLOWABLE ABSENCES

Holy Family Catholic School OSHC will ensure that families receive CCS for days their child is absent from the program where the absences fall within Commonwealth Guidelines.

#### Allowable Absence Procedures:

- Families are entitled to 42 absence days per child, per financial year, and maybe entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.
- Under the Child Care Subsidy, when a child does not attend care on a day they are scheduled to attend, providers are able to claim an absence for the child up to 42 times in a financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family hasn't already reached their fortnightly entitlement of subsidised hours based on their activity test result).
- Once the 42-day allowable absences have been reached, CCS is not paid for any further absences, and full fees are charged. Additional absence days beyond the initial 42 allowable absences are available for the following reasons, defined in the Family Assistance Law:
  - Your child, yourself, your partner or another person with whom the child lives are ill.
  - Your child is attending preschool.
  - Alternative arrangements have been made on a pupil-free day.
  - Your child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period, and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to your child.
  - The absence is because your child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan.
  - The service is closed as a direct result of a period of local emergency.
  - Your child cannot attend because of a local emergency (e.g. because they are unable to travel to the service) during the period of the emergency or up to 28 days afterwards.
  - You have decided that your child should not attend the service for up to seven days immediately following the end of a period of local emergency.

Evidence will be required for additional absence days.

### LATE PICK-UP FEES

If a parent/guardian fails to pick up their child by the advertised closing time, the parent/guardian will be charged a late fee. This fee is to cover the additional costs of keeping the service open beyond the closing time of the service.

There shall be a minimum of two educators present at the service at all times.

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An educator with all required qualifications will remain at the service until the last child has been picked up.

#### **Late pick-up fee procedures**

- If the registered child is not collected from the Service by the advertised closing time, \$15 per 15 minutes per family will be charged. Payment of the late fee will be charged on the following Thursday. All late attendances will be documented and noted on the final statement.
- Parents/Guardians are given clear notification that they should inform the program if they know they will be late.
- If this situation occurs more than three times in a program, the remainder of the bookings may be cancelled.

#### **CANCELLATION OF CARE – FEES AND REFUNDS**

An existing booking will be successfully cancelled only when you cancel it on the Xplor App or when the Service cancels it upon your request to them with the required notice. Please note, if you do not notify cancellations, you will be charged the session fee.

**Before School Care and Vacation Care/Pupil Free Day** - notify by 3pm the previous day.

**After School Care** - notify by 9am on the day.

#### **Cancelled Programs due to Weather**

Holiday programs are subject to cancellation or alteration on short notice in the event of unsuitable weather conditions or other factors which may arise that are beyond Holy Family Catholic School OSHC control. A full refund of any fees paid for the cancelled Service will be made. Holy Family Catholic School OSHC will not be liable to make any other payment to you in such an event.

#### **OVERDUE FEES**

- Holy Family Catholic School OSHC encourages Parents/Guardians to contact Holy Family Catholic School to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.
- If payment of fees does not occur by the due date, your account may be suspended and your bookings cancelled. If non-payment of fees continues, then, the debt will be referred to a collection agency, and any associated costs involved with using such agency will be at your expense.
- You will be unable to make any further bookings with Holy Family Catholic School OSHC while you have any outstanding debt for Services.

#### **EXCURSION FEES**

Any additional costs for excursions or incursion activities are determined prior to the experience and communicated to families. It is not always possible for Holy Family Catholic School OSHC to absorb such costs, and consideration to individual family and community circumstances will be considered.

#### **REFERENCES:**

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 7 – Leadership and Service management
- Education and Care Services National Regulations (2011). R168.

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