

Purpose

To ensure that the Westgarth Primary Outside School Hours Care (OSHC) program remains financially viable.

Background

Westgarth OSHC is managed by and in conjunction with the OSHC Coordinator, the Principal and the Sub Committee which is made up of volunteer parents who are responsible for the implementation of this policy. The program operates on a break-even basis and relies on parent fees to be paid on time to be able to remain financially viable.

Policy

All accounts must be paid on a fortnightly basis. It is vital that parents pay their accounts regularly.

Procedures

The program operates on a break-even basis and relies on parent fees to be paid on time to enable the program to remain financially viable.

- Care cannot be provided if a family has an outstanding debt from the previous year.
- Invoices are issued fortnightly and fees need to be paid by the due date. (Please see section below if you are experiencing financial difficulty).
- Our preferred payment system is Direct Debit. EFTPOS payments may be made at the school or OSHC office.
- Fees may increase if required with a six-week notification timeframe.
- Accounts are considered overdue one week after statements have been sent out and a reminder email is sent at this time; if your account remains unpaid, your next statement will contain a further reminder message.

Three weeks after your initial statement, if your account remains unpaid, a further email reminder is sent out and a hard copy of your statement is posted to your home address. This will often be followed up with a phone call from an OSHC Coordinator.

If your account remains unpaid four weeks after your initial statement, any permanent bookings you have are cancelled, your enrolment may be suspended, and you will be required to re-request any bookings you require. You will be notified of this via email. Requests for bookings will not be responded to until such time as the account is settled.

- **Rebooking Week**

The second last week of each term is designated "Rebooking Week" and is an opportunity for families to settle their account for the entire term. Statements sent out at the beginning of Rebooking Week include all attendances to the end of the term and, as such, include bookings up to two weeks in advance.

Accounts not settled by the end of Rebooking Week (the beginning of the final

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week of term) have any permanent bookings cancelled and parents are required to re-request their bookings for the following term. Requests for bookings will not be responded to with an Offer until such time as the account is settled; although casual bookings may still be available to them at the higher rate. Families who settle their account during Rebooking Week need take no further action and their booking(s) will roll over into the following term.

Cancellations and Absences

Occasional absences and cancellations for both casual and permanent positions can be made by families using My Family Lounge smartphone app, by email, phone or in person. Notification of an absence for Before and After School Care must be received 24 hours before that session commences to avoid being charged the full session fee.

Notification of an absence for Curriculum Day Care must be received 5 days in advance to avoid being charged the full session fee.

Absences due to illness are automatically relayed through the school's Compass system and do not need to be notified to the service, nor do they incur any fees.

Complete cancellations of permanent bookings should be in writing be via email and include the final date your child will attend. We require at least 24 hours notice for permanent changes to take effect.

Late Pick Up Fee (LPU).

Our systems automatically apply a non-subsidised late fee of \$2.50 per minute per child for collections after 6.00pm. On occasions where a child has not been signed out, those children are signed out by a Supervisor only once checks have been made and the last child has gone home for the day. These sign-outs will attract a LPU which is identified on your statement as an Administrative charge. This charge may vary dependent on the time at which the last child goes home.

Parents/carers who are experiencing financial difficulty

Any parent who is experiencing financial difficulty and is unable to meet the fortnightly payment is encouraged to discuss this with the Principal or Assistant Principal to make a mutually agreeable arrangement. This information will remain confidential.

Special Childcare Benefit is available for families who are experiencing short-term financial hardship. The Family Assistance Office (FAO) guidelines require a signed statutory declaration form to support such applications.

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Child Care Subsidy (CCS)

Parents/Carers are to register child/ren using our service at the Family Assistance Office (FAO). CCS is a subsidy paid by the FAO to assist families who are Australian Residents or hold a temporary visa and meet the immunisation requirements.

How much CCS do you get?

The amount depends on your circumstances:

- Your income
- The amount of care you use
- The reason you are using care
- The number of children you have in care

How do you lodge an application?

- Contact the CentreLink by phone on **136 150**

To make sure you receive the maximum fee reduction you need to contact the FAO prior to commencing care. Parents will be required to pay the **full cost of care** until the office receives written notification of your benefit from the FAO.

How can you get more information?

- Visit the Education Dept website at www.education.gov.au/ChildCarePackage
- Call **136 150** between 8.00 am & 8.00 pm Monday to Friday
- Visit a FAO near you.
- Call 13 1202 if you need information in a language other than English.

Each child care service you use (e.g. Long Day Care & Out of School Hours) must be separately registered with the FAO.

CCS & Absences

In accordance with the FAO, there are 2 types of absences in which CCS can be paid. *Allowable absences* and *Approved absences*.

Allowable absences

CCS is paid for up to 42 allowable absence days for each child per financial year. It is the service's responsibility to not allow more than 42 allowable absence days per financial year for each child.

Approved absences

Approved absence days can be taken for specific reasons including

1. Illness (with a medical certificate)
2. Public holidays

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3. Rostered days off
4. Exclusion from care due to infectious disease and the child is not immunised
5. Court ordered shared custody

Please provide supporting documentation for approved absence days (except public holidays) otherwise they will become 1 of the 42 allowable absence days.

Absences may be confirmed by reviewing your latest statement.

Related documents and attachments

- FACS Childcare Benefit Guide
- <https://www.education.gov.au/ChildCarePackage>

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