

WALLSEND OOSH POLICY STATEMENT

Fees

Wallsend OOSH aims to provide a quality service that is affordable to families. Fees are set by management each year on completion of an annual budget and in accordance with the income required to run the service effectively and efficiently.

Current Fees

Our fees are reviewed each term based on attendance and the centre's ability to meet the running costs. Families will be given at least 2 weeks' notice of any changes in the fees. Parents have the opportunity to claim Child Care Subsidy (CCS) to reduce fees payable. Fees are currently set at:

Before School Care (BSC)

\$19 per session for permanent bookings
\$21 per session for casual bookings
Breakfast is included up until 8am

After School Care (ASC)

\$22 per session for permanent bookings
\$24 per session for casual bookings
Afternoon tea is provided

Before School Care (BSC) including transport**

\$24 per session for permanent bookings
\$26 per session for casual bookings
Breakfast is included up until 8am

After School Care (ASC) including transport**

\$27 per session for permanent bookings
\$29 per session for casual bookings
Afternoon tea is provided

*** Transport is only provided by Wallsend OOSH for Wallsend South Public School children attending BSC and / or ASC, and Plattsburg Public School children attending BSC.*

Vacation Care (VC) & Pupil Free Days

\$60 per day for casual bookings

Excursions, incursions and activities are included, as well as breakfast up until 8am and afternoon tea

Enrolment Fee – BSC, ASC & VC

To enrol your child, you must fully complete the current Enrolment Form and pay the annual enrolment fee of \$25 for the first child and \$5 per additional child.

Enrolment Fee – VC Only

If only using VC the enrolment fee is \$15 for the first child and \$5 per additional child. If a family chooses to later commence using BSC and/or ASC, then the standard enrolment fee will apply.

Enrolment fees are non-refundable and are **not** covered by CCS. If any enrolment details change within the year particularly any change to phone numbers and email addresses, you need to advise the Coordinator immediately by email or in writing.

Transport

Children from Wallsend South Public School (BSC and ASC) and Plattsburgh Public School (BSC only) are transported by licenced staff in the OOSH vehicle and will be charged session fees that include transport. Children from Plattsburg Public School attending ASC are transported by public bus and are required to obtain an Opal card at their own expense. On rare occasions, it may be necessary for qualified, licenced staff to transport children by private car.

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Excursions, Incursions and Activities

Excursions (including transport), incursions and activities are included in the session fees. Minimum bookings may be required to proceed with a planned excursion or incursion. In some cases, it may be required to cancel an excursion or incursion and as much notice as possible will be provided to families. If this occurs, OOSH will still operate and alternative activities will be provided on site. Due to transport and staffing restrictions it may be necessary to limit bookings to 40 children for Vacation Care excursions, in which case families will be made aware on the Vacation Care program / booking form.

Late Pick Up Fee

Any parent who collects their children after the designated closing time for ASC or for VC will be charged a late fee. This late fee is **not** covered by CCS. The Late Fee is \$10 at the commencement of the first 5 minutes, then \$10 at the commencement of each additional 5 minute block. This fee is set by management. Calculation of late fees will be based on the electronic sign out time recorded in our system and will be applied to the next invoice.

Wherever possible parents should advise the centre when they will be late to collect their child/children. If a parent continues to collect their child/children after 6pm, the Coordinator will need to discuss other options with them and suitable arrangements made or the child/children's place in the centre may be cancelled.

Failure to Notify

If there is a failure to notify the service of an absence more than twice per term, there will be a failure to notify fee of \$10 payable for each instance (on the third, fourth occurrence and so on). This fee is **not** covered by CCS.

Payment of Fees

Fees can be paid weekly, fortnightly or monthly but must be kept up to date and paid in advance for the following fortnight. Casual and emergency care will be applied to your next weekly invoice. Fees will be charged on all days that OOSH is operational including teachers industrial action days. No fees will be charged for public holidays.

Fees are to be paid 2 weeks in advance and kept in advance. There is to be no carry over debt from BSC and ASC to be eligible to enrol in VC or carry over debt year to year to be eligible to re-enrol at Wallsend OOSH.

All parents are required to pay fees by electronic funds transfer or directly make a deposit at a Westpac branch. Wallsend OOSH is cashless. It is important to put your full name or your child/children's full names as the identifier for the deposit so that payments can be allocated to your account. All payments made will be receipted and recorded on your next invoice. Our bank account details for payment of fees are:

Account Name: Wallsend Public School P&C Association

BSB: 032509, Account: 282641

We require you to supply your email address to the Coordinator so that statements can be emailed to you each week. This email address is also required for you to register your own account with our software provider. This is necessary as electronic sign in and out is a government requirement. An email address is also required for any guardian that regularly drops off or picks up children. If you do not have an email address, please see the Coordinator to make alternative arrangements. All records will be kept confidential

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and stored appropriately. Parents may access particulars of their fees at any time by logging onto their online parent account and information given in writing upon request.

Wallsend OOSH is open from 7am to 6pm on Pupil Free Days and VC session fees apply, however minimum bookings of 25 children may be required for the centre to open. Please check with the Coordinator regarding the program and bookings on these days. BSC and ASC will be available for schools other than Wallsend Public School if required and applicable session fees will apply.

Overdue Fees

Fees need to be paid 2 weeks in advance and then stay in advance 2 weeks.

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Coordinator, who will make suitable arrangements for payment of fees which may be in the form of an agreed payment plan, as well as informing them of other avenues for financial support when required. The management committee reserves the right to deal with unpaid fees at their discretion and this may include the immediate cancellation of care until fees are brought up to date, and then kept in advance. All debt needs to be paid in full.

If no arrangements have been made with the Coordinator or there has been failure to comply with an agreed payment plan, the following will apply:

- 2 weeks overdue: A reminder letter and/or email regarding overdue fees will be forwarded to the parent/carer by the Coordinator at which time they will be invited to discuss any problems they may be having with payment of their fees.
- 4 weeks overdue: A letter will be sent to the parent/carer informing them that their child's place will be cancelled if suitable arrangements cannot be made within seven days to pay the fees.
- 5 weeks overdue: If no arrangements have been made to pay the fees or the agreement made has not been kept, a letter will be sent via registered post to the parent/carer informing that the child(ren) are unable to attend the service effective immediately and the account will be handed over to our debt collection agency.

Debts need to be paid in full before children can recommence using the service. If the payment of outstanding debt requires intervention by our debt collection agency, any costs associated with the collection of debt will be passed on to the parent/carer and must be paid in full before children can recommence using the service. Evidence of debt collection agency costs can be provided upon request.

Notification of Absence

To assist in the smooth running of the centre please remember to notify the centre if your child is absent, this can be done by contacting the service preferably by email, alternatively by phone prior to 2pm on the day of booked care, or before 8am if attending BSC or VC.

Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness, suspension, pupil free days and strike days. CCS is paid for sick days and up to 42 days allowable absences per session per year. Appropriate notice in writing (as per *Changes to Bookings* below) is to be given to the Coordinator for any changes to the days of care or cancellation of care. If no notice is given fees are to be paid as usual.

Changes to Bookings

All changes to bookings are **strictly required** in writing or by email. We are unable to accept verbal changes to bookings. The following notice periods are required to make changes to bookings:

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Permanent Bookings

Two (2) weeks prior notice in writing is to be given to the Coordinator for any changes to the days of care and/or cancellation of care. If no notice is given, or less than two weeks' notice is given, then fees are to be paid as usual.

Casual Bookings

Three (3) days prior notice in writing is to be given to the Coordinator for any changes to the days of care and/or cancellation of care. If no notice or less than three days' notice is given, then fees are to be paid as usual.

In the event that your child is permanently excluded from our service (under advisement by the Wallsend Public School P&C Association) all future bookings will be cancelled immediately and no additional fees will be charged, however any outstanding debts must be made in full. Any overdue fees will be treated as described previously.

Parent Entitlements for Fee Assistance

The centre is approved to offer Child Care Subsidy (CCS) to eligible families. Parents and carers will be informed of how to make their application to Centrelink upon request. This benefit is paid to the centre unless Centrelink are otherwise instructed by the parent.

Families cannot be offered CCS until relevant assessments are completed and enrolments confirmed for their child/ren either through their MyGov account or by visiting a Centrelink office. This process may be required to be completed more than once, as required by Centrelink. In the event that assessments are not completed or enrolments are not confirmed, CCS may be withheld by Centrelink in which case parents and carers are required to pay full fees, including two weeks in advance, until such time that the Centrelink requirements have been completed. The Coordinator will ensure that any necessary information is available to parents in regards to the availability of CCS. All documentation pertaining to CCS should be kept for the specified time and made available to Commonwealth Departmental Officers on request.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/Documentation	Other
168, 172, 173	7.3	<ul style="list-style-type: none">- Enrolment Form- Delivery & Collection of Children Policy- Confidentiality Policy- Governance & Management Policy- Parent Handbook	<ul style="list-style-type: none">- Child Care Management System- Child Care Subsidy (CCS)

ENDORSEMENT BY WALLSEND OOSH:

Date Reviewed: 26/03/19

Next Review Due: 26/03/20