

Bookings and Payment of Fees Policy

National Quality Standards (NQS)

Quality Area 7: Leadership and service management	
7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.

National Education and Care Regulations

Quality Area 7: Leadership and service management	
168	Education and care service must have policies and procedures

Introduction:

Mt Hawthorn OSCA is a not for profit community run organisation and aims to set its fees in order to ensure its financial viability and the provision of a quality service for children, whilst also ensuring that fees are set at an affordable level for families. This policy governs bookings and payment of fees for before and after school care and vacation care at Mt Hawthorn OSCA.

Policy Statement:

Parents/guardians of children attending Mt Hawthorn OSCA are responsible for paying their fees in a timely manner in accordance with this policy and procedures.

Procedures

Booking a Place - Before and After School Care

Families pay for a place and may elect to book a regular or casual place.

Regular bookings:

- A regular booking is any booking which is made for five (5) consecutive weeks or longer in duration, and encompasses the same day being booked each week during the school term. This kind of booking suits families whose work/ study arrangements are regular and predictable. Vacation care does not form part of the five weeks and is treated separately in this policy. Regular bookings are ongoing for the school year in which the booking commenced; however, priority of access guidelines will apply when necessary.

Casual Bookings:

- Casual bookings are those which do not follow a regular pattern and are more of a one-off booking. This kind of booking suits a family who just occasionally needs care. For example, a parent who

usually collects their child from school and has to attend a late meeting may book their child for one afternoon for one week.

- Casual bookings can only be made when all outstanding fees due are paid in full and are up to date. Casual bookings must be made in advance and will only be accepted if a place is available. Places for one off bookings cannot be guaranteed if payment of outstanding fees has not been received.

Booking a place - Vacation care:

- Vacation care bookings are treated as casual bookings. To book a place parents need to complete the relevant vacation care enrolment form. Should a place be unavailable, staff will notify parents as soon as practicable.

Booking Conditions:

- For all service types, all days booked must be paid for, including days when a child is unable to attend. If the child is unable to attend a session, you will still be eligible for the payment for that session. Please keep in mind that we can only sell places during vacation care if we have a waitlist. Parents can ask for extra days if available but cannot swap days.
- Staffing arrangements are organised on the basis of the number of children booked, including regular and casual children. Hence, once a casual booking has been made, the family will be charged the fee for that care, whether the child attends or not.
- It is not possible to regularly book days on a fortnightly or monthly basis. Parents who require alternate days/ weeks are required to make a regular booking and can notify staff of unwanted days. If the unwanted days are able to be sold to another child, then the parent will not be charged for those days.
- Bookings may be terminated with 2 weeks' written notice or payment of two week's fees in lieu of notice. Users may book additional days. Fees are not charged if a public holiday falls on a normal day of care.

Fees:

- Fees are reviewed on an annual basis.
- BSC - \$15.00 per session
- ASC - \$22.00 per session
- Vacation care – In Centre day \$50.00

Incursion	\$62.00
Excursion	\$75.00
- Late penalty fee arriving after 6:00PM - \$2.00 per minute
- Absentee fee for ASC with no notification before 2:00PM - \$15.00 per session

Child Care Benefit (CCB):

- In order to maintain its approved status, OSCA will ensure it is registered with the
- Australian Children's Education and Care Quality Authority (ACECQA) and will participate in the Outside School Hours Care Quality Assurance Program.

- Before starting care at the Centre, it is preferred that all families wishing to claim the child care benefit (either by reduced fees or a lump sum) obtain CRNs from the Family Assistance Office (FAO). It is the family's responsibility to advise the FAO of any changes to their circumstances such as changes to income or a child commencing school. Parents can contact the FAO by phoning 13 61 50.
- Families are only eligible to claim CCB if child care attendance records are accurately completed and signed by the parent/guardian or other responsible adult and other eligibility requirements are met.

Signing in and Out:

- Signing children in and out of OSCA is a legal requirement. All Authorised Adults who may collect a child from OSCA must be named. The child will not be released to persons not authorised to collect them from the service.
- Accurate attendance records will be kept and checked each day. Whoever brings a child to the centre or collects a child at the end of the day is required to confirm the time the child arrives at and departs the Centre by initialling the attendance file/register. For this purpose, there is an attendance file in which each child is allocated an individual page.
- Signing children in and out is a legal requirement of the Family Assistance Office and the Children and Community Services (Outside School Hours Care) Regulations 2006. If you do not complete these records you will not be eligible to claim CCB.

Payment of fees:

- To ensure OSCA remains financially viable all fees must be paid promptly.
- All parents/guardians making a regular booking or casual booking for a child must establish a direct debit arrangement via iPay Hubworks. Information on setting up the direct debit arrangement will be sent on or after receipt of an enrolment form.
- OSCA may on notice to a parent/guardian cancel any regular or casual booking if a direct debit arrangement is:
 - not established via iPay Hubworks prior to the commencement of the first session of that regular or casual booking;
 - cancelled by the parent/guardian without alternative arrangements being made with the Director for payment of fees.
- All fees payable by parents/guardians will be deducted via direct debit payable fortnightly in advance on the issue of a statement.
- The following fees apply to each transaction:
 - Direct debit from bank account: \$0.75
 - Direct debit from Visa/MasterCard: 0.90% of transaction value plus \$0.75
 - Direct debit from AMEX: 3.85% of transaction value plus \$0.75
 - Direct debit dishonour fee: \$2.75 (your financial institute may charge you additional fees for dishonoured direct debits)

- The Director may with prior arrangement accept payment via methods other than direct debit in exceptional circumstance.

Outstanding Debtors:

- Families with overdue fees are encouraged to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done or the agreed arrangements are not kept, the following procedure will apply:
- After two weeks, overdue – The account will be stamped overdue and a hard copy of the bill will be forwarded to the Parent/Guardian.
- After three weeks, overdue –The parent will be issued a Final Notice with their account demanding payment within 7 days and a letter advising that the place may be cancelled and legal action taken if the account should become four weeks overdue. The bill will include a reminder that parents/guardians are encouraged to discuss payment difficulties and make suitable arrangements to pay with the Director.
- After four weeks, overdue – if no arrangements to pay have been made or kept, the place will be cancelled. The debt is still to be settled and normal debt collection procedures may follow as required. Any debt recovery expenses incurred by the Centre in recovering outstanding fees are payable by the debtor

Late Collection of Children:

- OSCA closes at 6:00 pm and is not licensed to operate beyond this time. Insurance coverage is affected for both children and staff after 6:00pm.
- If children are collected after 6:00 pm parents will incur a penalty fee of \$1.00 per minute per child.

Absentee fee for ASC with no notification:

- Parents will incur an absentee fee of \$15.00 for every ASC session when OSCA has not been notified via email, text of a child's absence for that session.

If you are unavoidably delayed, please notify OSCA as soon as possible:

- If a child has not been collected by 6pm and no contact has been made by the family, staff will attempt to contact both parents and the emergency contacts nominated on the child's enrolment form. If no one can be contacted by 6.30pm OSCA will contact Crisis Care (08) 9223 1111 to make alternative arrangements for care.
- Late collection of children (i.e. after 6:00pm) will incur a penalty payment, which is charged on a per minute basis. This fee is currently set at \$2 per minute per child.
- Parents who repeatedly collect their child/ren after 6:00pm will be asked to attend a meeting with OSCA management to discuss the situation and agree upon a solution. Repeated late pickups will trigger a review of the child/ren's place at OSCA. In addition, parents may be charged the cost of a taxi to ensure the safe passage home of OSCA staff.

Sources:

Australian Government Child Care Service Handbook & website – www.facs.gov.au

Children and Community Services (Outside School Hours Care) Regulations 2006 – Regulations 53; 54

Australian Tax Office – www.ato.gov.au

National Law: section 175

National Regulations: regulation 177

Family Assistance Office – www.familyassist.gov.au

PSCWA - <http://www.pscwa.org.au/members/PoliciestogobyforOSHC.htm>

Policy review date

June 2019
