



PAYMENT OF FEES POLICY

Mandatory – Quality Area 7

PURPOSE

This policy outlines procedures relating to the payment of fees associated with Delacombe Primary School Outside School Hours Care Fee Structure.

POLICY STATEMENT

VALUES

Delacombe Primary Outside of School Hours care is committed to providing fair and affordable rates for their OSHC program so all families can utilise this service.

SCOPE

This policy applies to all parents/guardians with an enrolled child/ren at Delacombe Primary School Outside School Hours Care program.

PROCEDURES

The payment policy will be as follows:

Before/After School Care and Vacation Care Fees

- The parent/guardian will be charged fees in accordance with Delacombe Primary School's Council and Delacombe Primary School's Outside of School Hours current Before and After School Care fee schedule.
- Child Care Subsidy (CCS) will be applied to the fees of eligible families.
- Delacombe Primary School will issue fee invoices fortnightly by email.
- The fee schedule and payment process will be fully explained to families during the enrolment process.
- Families will be given a minimum of 14 days' notice of any fee increase.
- Details of individual's accounts and all completed forms kept by the service will remain confidential and stored appropriately.
- If accounts are not paid in full each fortnight, bookings may be cancelled.
- Parents/Guardians with overdue fees will be encouraged by the Coordinator or Delacombe Primary School's Business Manager to discuss any difficulties they may be experiencing and make suitable arrangements for payments to be made.
- Debitsuccess is our only method of payment and forms are available from Delacombe Primary Schools school office or email upon registering an enrolment.

Refund of Fees

Fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the OSHC sub-committee). There will be no refund of fees in the following circumstances:

- a child's short-term illness
- Cancellation of booking – parent choice
- Notification of Complete cancellation of a permanent booking within two weeks of scheduled bookings
- Cancellation of bookings due to a planned absence eg: family holiday / specialist apt etc within two weeks of scheduled bookings.

How Fees are set

As part of the budget development process, the Outside of School Hours Care subcommittee of School Council sets fees each year for the service, taking into consideration:

- the financial viability of the service
- the fees charged by similar services in the area
- reasonable expenditure in meeting agreed program quality and standards

Fees set for the year are only reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point.

Other Charges

Other charges that can be charged by Delacombe Primary Outside of School Hours Care are:

- **Excursion charge:** This additional charge is required mainly with vacation care to cover the cost of excursions / incursions or special events that occur in the program.
- **Late collection charge:** Delacombe Primary Outside of School Hours Care reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will have been set at a level determined by the Outside of School Hours Care subcommittee of School Council. This fee is \$15 when collection is 10 minutes late and then \$1 per minute thereafter,
- **Bus Fee:** For students enrolled in the OSHC program who do not attend Delacombe Primary School a bus collection fee will be added to the program fee (CCS cannot be claimed for this fee).

MONITORING, EVALUATION AND REVIEW

The Payment of Fees Policy will be reviewed three years from the date of initial approval in accordance with the National Quality Framework.

The ongoing monitoring and compliance to this policy will be overseen by the Approved Provider, Nominated Supervisors, Educational Leader and Educators and OSHC subcommittee. The National Quality Framework Ratings and Assessment process, and Service Approval conditions, will also assist in the external audit and monitoring of the policy, by delegates of the Department of Education and Early Childhood Development.

AUTHORISATION

This policy was adopted by the Approved Provider of Delacombe Primary School Outside of School Hours Care on 20-5-2019

REVIEW DATE: July 2021