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# Modbury School Out of School Hours Care Fees Policy

## 1 Background

Modbury School OSHC is operated as a not-for-profit business. We have received an allocation of Child Care Benefit places and these are managed in accordance with Australian Government legislation (refer to the *Child Care Service Handbook* at [www.acecqua.gov.au](http://www.acecqua.gov.au)).

The Approved Provider of the service has the legal responsibility for ensuring that there are sound practices in place to manage the fees and related income and expenditure of the OSHC service.

## 2 Policy statement

The Modbury School OSHC service sets fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The annual budget is ratified by the Approved Provider annually, or as necessary, and monitored carefully throughout the year.

The service uses Spike software which is a package specifically designed to process bookings, attendances and produce a statement to show family fees. This package is approved for the Australian Government by the Department of Education, Employment and Workplace Relations.

The service will support families by providing relevant information as it becomes available but families must be responsible for liaising with the Family Assistance Office as needed. Families are reminded that the service is unable to communicate with the FAO with regard to details of their CCS. This is a confidentiality matter for all parties.

## 3 Relationship

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/Guidelines
168	7.3	Enrolment and Orientation Policy Complaints Policy	Australian Government Child Care Service Handbook
		Governance and Management Policy	

## 4 The policy addresses the following areas

### 4.1 General

- An initial one-off enrolment fee per family is required prior to commencing with the service and fees are charged per child per session. Educators will ensure families are provided with the fee structure via the Parent Handbook with any subsequent alteration advised in writing.
- The service issues accounts for outstanding fees weekly with a 14-day timeline for payment. Accounts through Bank SA, by cash to the educators at OSHC or the school front office, credit card online at [www.modburyc7.sa.edu.au](http://www.modburyc7.sa.edu.au). A receipt will be issued as proof of payment.
- Families can raise concerns about fees charged, payment of fees or negotiate specific arrangements by speaking with the OSHC Director of the school office.
- Educators will encourage families with outstanding accounts to discuss the position with the director and inform them that the service has a debt management policy. Instalment payments for fees can be negotiated following completion of the Agreement for Payment by Instalments form.
- Educators will ensure that details of a family's fees and accounts will be confidential and stored appropriately. Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.
- Educators will ensure the Child Care Service Handbook is available to families for information about Allowable Absences, Special Child Care Benefit, Jobs Education and Training, and Grandparents Child Care Benefit.

### 4.2 Bookings and cancellations

The following information is prepared in accordance with the Australian Government requirements as set out in the *Child Care Service Handbook*. Each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure that the service is prepared with resources, training and staffing to meet the children's needs. The program and educator rosters are based on bookings and so the service will charge fees for booked care that is not used.

- Service policies and procedures ensure that for any given session there is a list of children booked for care so that educators can accurately check attendances and efficiently follow up any booked children who do not arrive.
- The Child Care Service Handbook is available to families with information about approved and allowable absences.
- Notification of non-attendance must be provided:
  - by 5.30pm the evening prior to the booked Before School Care session
  - by 8.00am the morning prior to the booked After School Care session
  - 48 hours notice prior to any booked Vacation Care session
  - 72 hours' notice prior to any booked Excursion/incursion

Notification must be made by phoning the OSHC Centre on 8396-3148 or 0423023537 and leaving a message or by email to [nicola.evans716@schools.sa.edu.au](mailto:nicola.evans716@schools.sa.edu.au) Notifications made after the required times shown above will incur a normal fee charge for the session.

### 4.3 Penalty for late collection

- Parents who are unavoidably delayed and unable to collect their child prior to closing time are required to phone the centre and advise their expected time of arrival. Failure to collect the child prior to closing time may result in additional service costs to the family.
- Families are reminded regularly of the need to ensure that the contact information as well as the names of those who can collect children is kept up to date. At the time of enrolment, check that there are contacts given that are near to the OSHC service. Refer to the Enrolment and Orientation Policy for updating information.

### 4.4 Budget

- The service fees must be set to meet the budget for each financial year.
- The OSHC committee, in conjunction with the director and other personnel such as a principal and school finance officer, will develop the annual budget detailing annual estimated income and expenditure. The final budget will be ratified by the Approved Provider.
- There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase (refer to Regulation 172).

### 4.5 Financial management

- Responsibility for the financial management of the service is provided under the direction of the School Financial Officer to effectively carry out the following tasks:
  - Weekly banking
  - Financial reports for the Approved Provider no less than twice each school term and this should be acknowledged and recorded in meeting minutes.
  - Wages for OSHC staff on a fortnightly basis by direct banking transfer
  - Maintenance of the OSHC staff records and entitlements in accordance with Award entitlements
  - OSHC bills and allocation of petty cash and discretionary spending
  - Financial delegations
  - Enrolment advances from DEEWR and ensure that these are managed as a liability in the accounts.
- OSHC accounts are to be audited annually, by an external auditor endorsed by the Approved Provider and the auditor's recommendations considered.
- Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Australian Government officers.
- A management pack of general OSHC information to include a summary of the service's financial position.
- Financial records must comply with:
  - Any agreement with the Australian Government in respect to Child Care Benefit and grants for Outside School Hour Care Services.

- Other Australian and State Government legislation, such as *Income Tax Assessment Act 1936* (Australian Government), *Superannuation Guarantee Charge Act 1992* (Australian Government), and relevant industrial Awards and organisational policy.
- The requirement to keep an assets register, including all items over \$100 owned by the service. It will be maintained by a nominated person.

## 4.6 Debt management

Services rely on fees to cover all operational costs. It is important that fees are collected regularly so that staff can be paid and other expenditures met. Effective monitoring of the income and expenditure reports against the service budget is essential.

Ensuring that all families pay their fees promptly is an equitable way to manage the finances of the service. The policy provides the following:

- Confidentiality: Individual names and details will not be discussed openly by members of staff, OSHC management or the Approved Provider. Information will only be available to the nominated persons required to take action.
- Strategies used to manage outstanding fees:
  - Families be deemed as having outstanding fees 30 days after the date of the initial invoice.
  - Families be notified of outstanding fees by letter:
    - 1st Letter at 30 days outstanding
    - 2nd Letter at 60 days outstanding
    - 3rd & Final Letter before end of term
- Educators will encourage families with outstanding accounts to discuss the position with the director and negotiate payment. Instalment payments for fees will require completion of the Agreement for Payment by Instalments form. Arrangements should always ensure that continuing care is paid in full and that a portion of what is already owed is also paid.
- Where fees remain unpaid or no individual arrangement for payment has been negotiated, or negotiated arrangements have not been followed:
  - The child/children will be denied access to the service until all outstanding debts are paid when the debt exceeds for 4 weeks or more.
  - Families will be issued with a final account and advised that their child/children have been denied access to the service. They then have 7 days to finalize their account or a debt collection agency will be engaged to deal with the matter.
  - The Approved Provider will be informed when children have been denied access to the service.
- When fees are unpaid, but the family continues to use the service: Educators will ensure families who have been denied access but continue to utilise the service are made aware of assistance that is available to the family. (For example, families experiencing genuine hardship may be entitled to a Special Child Care Benefit.) This can be arranged with the director.

## 5 Resources/References

1. DECD Gold Book [atwww.decd.sa.gov.au/goldbook/pages/home/home/?reFlag=1](http://www.decd.sa.gov.au/goldbook/pages/home/home/?reFlag=1)