**Payment Of Fees Policy**

At St Gabriel’s School OSHC our service aims to provide an affordable quality children’s service for all families. All children have a right of equal access to quality children’s service, regardless of economic status, cultural background or disability. At St Gabriel’s School OSHC we set fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and staff. The annual budget is ratified by the Nominated Supervisor/School Board annually and monitored carefully throughout the year. The service process bookings, attendances and produces a statement to show family fees.

Our service uses Fully Booked and Ezidebit software which is a package specifically designed to process bookings, attendances and produces a statement to show family fees.

**How the policy will be implemented**

*Payment of fees*

St Gabriel’s School OSHC and Vacation Care Program is dedicated to providing efficient account keeping practices. We rely on families to pay their fees on time to be a viable service.

*Fees payment Procedure*

We use Ezidebit payment system for collection of fees. This is an automated payment system that works in conjunction with our software. Families will be about to choose either their credit card, debit card, or bank account to have their fees deducted from. Please be aware that this is the **only** payment option for families to pay their fees.

Accounts will be sent out once a week **on Mondays** showing a statement with the amount that is due. Deductions will then occur on **Thursdays.** Families need to ensure that they have sufficient funds in their account to cover the amount nominated. A payment failed fee will be charged by families from Ezidebit for rejected/declined deductions of $9.99.

If families have any queries about their account, they can raise their issues with the OSHC director either by phone, email, or in person. **All accounts need to be brought to a nill balance at the end of the year.** Enrolment and bookings will be cancelled for families with outstanding amounts being carried over to the new calendar year.

To see OSHC and Vacation Care Fees please see Appendix A.

*Overdue payment of accounts fees and procedure*

A payment failed fee will be charged to families by Ezidebit for rejected/declined deductions of $9.99.

Families who have failed payments 2 weeks in a row will be issued with a notice of payment due, if the total payment is not received within 10 working days after the notice is issued the child or children’s places will be suspended until full payment has been received.

Families are encouraged to discuss any difficulties that they may be having in paying fees with the OSHC director and school Bursar who will discuss and make suitable arrangements for payment of fees as well as informing the families of other avenues of financial support if required.

*Confidentiality of Accounts*

All records will be kept confidential and stored appropriately. Financial information regarding families accounts will be available upon request by account primary contact. Only the OSHC director, assistant director and school bursar have access to family financial records.

*Child Care Fee Assistance*

The Australian Government provides assistance to eligible families to reduce the out of pocket costs to childcare. There are different types of financial assistance to help with the cots of placing children in childcare. The main payment supports include

* Child Care Subsidy
* Grandparent Child Care Subsidy
* Additional Child Care Subsidy

For more information visit - <https://www.servicesaustralia.gov.au/child-care-subsidy>

Child care subsidy can be applied to your account when both the eligible child or children and the eligible primary contact can provide their individual customer reference numbers. Families need to apply to Centrelink for customer reference numbers (CRN). Centrelink will start to apply the fee reduction directly onto the families OSHC account once the family have accepted our enrolment through their MyGov account.

**Bookings & Cancellations**

Each family is expected to make bookings in advance for the care sessions required. Bookings are essential to ensure that the service is prepared with resources, training and staff to meet the children’s needs. The educator rosters are based on bookings and so the service will charge an additional $3 for bookings made late and a full service fee if the booking is not used.

*Notification for cancelling OSHC bookings*

All sessions booked are reserved for your child and consequently will be charged If your child or children do not attend the service they are booked for. Morning bookings must be cancelled by 6:00 PM the night before To be cancelled with no charge. Afternoon bookings must be cancelled by 11:00 AM that day to be cancelled with no charge. However, if you are unable to cancel your booking and sufficient notice for a cancellation is made then the OSHC director will cancel the child with no fee associated with that booking.

*Notification for cancelling Vacation Care bookings*

Families are financially responsible for all days booked for vacation care. 24 hour’s notice must be given for the request of cancelling any vacation care incursion or home-based day without a charge. 48 hour’s notice must be given for the request of cancelling any excursion without a charge. A full fee absence charge will be applied to any requests with insufficient notice.

*Emergency care*

If a child is not collected from school this service will only provide emergency care if the child is currently enrolled in the service and the educated to child ratio is not exceeded and the capacity of the service is not exceeded.

*Penalty for late collection*

Any parent who collects their child after 6:00 PM will be charged $1.00 per minute. Wherever possible parents should advise the centre when they're late to collect their child. If a parent continues to collect their child after 6:00 PM the director will need to discuss this with them and suitable arrangements need to be made or the child's place in the centre will be cancelled.

*Budget*

The service fees are set to meet the budget for each financial year. The school board in conjunction with the director, principle and bursar will develop the annual budget detailing annual estimated income and expenditure. The final budget will be ratified by the school board. There will be ongoing monitoring of the budget and should it be necessary to amend phase families will be given an minimum of 14 days notice of any fee increase.

**Financial Management**

Roles and responsibilities

Director

* Weekly statements
* Changes to financial accounts
* Staff records

Assistant Director

* Cancelling with or without charge based on sufficient notice
* Staff records

Bursar

* Financial reports made to the board and Finance Sub-committee
* Wages to staff paid fortnightly
* Staff records & entitlements

*Financial records*

Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Australian government officers. Financial records can include

* child care subsidy grants,
* inclusion support grants,
* tax assessment,
* superannuation guarantee.

**Appendix A**

**St Gabriel’s School OSHC Fees (effective of Term 1 2025)**

Before school care

Casual - $19

Permanent - $16

After school care

Casual – $29

Permanent - $26

Child not signed in or out - $2.00 per child per instance

Late fee - $1.00 per minute per child

**Vacation Care**

Incursion - $75

Home based - $75

Pupil free day - $75

Excursion - $85

Principal: ­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chairperson: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Policy created: 12/11/2024

Policy review: December 2025