

KILKENNY OSHC/VAC CARE FEES POLICY

The Kilkenny OSHC/Vac Care Service aims to provide a quality, cost effective program for children who need care outside normal school hours. The licensing standards for OSHC require that programs operate with a specific number of qualified and unqualified staff, depending on the number of children present. A major challenge is to achieve a balance between having the correct number of staff and the need to keep costs down by not rostering staff who are not required. Consequently, we rely on your cooperation to support the program by adhering to the following guidelines.

HOW POLICY WILL BE IMPLEMENTED

- Kilkenny's OSHC Management Committee will set the required fee level to meet the budget for the next year. The OSHC Management Committee's recommendation will be presented to the Governing Council for the final decision. The fee level will be reviewed each term. Parents will be given at least two weeks' notice of any fee increase.
- Currently, the following rates have been set for each session:
Before School Care - \$14.00 from 7am – 8.30am and
After School Care - \$21.00 from 3.10pm – 6.00pm
- Vacation Care \$45.00 per day 7am – 6pm or \$50 per excursion day

Payment

- Accounts are issued on Thursday of each week by email.
Fees should be paid online through QKR App or at the School Office within one week of service provided, unless otherwise negotiated with the Business Manager. A dated receipt in accordance with Commonwealth Department of Health and Family Services Guidelines will be provided for each payment. Hours and sessions of care will be recorded in accordance with Commonwealth regulations.
- Fee payment will be recorded according to Commonwealth Department of Health and Family Services Guidelines.
- Details of a family's fees and accounts will be confidential and stored appropriately. Families may access their own account records at any time online through the Parent Portal, or particulars of fees can be made available in writing to parents upon request to the Business Manager.

Child Care Benefit

- It is parents' responsibility to have their eligibility for Child Care Subsidy (CCS) assessed by Centrelink.
- Child Care Subsidy will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- Families will only be eligible for Child Care Subsidy Assistance if Out of School Hours Care attendance records are accurately completed and signed by the parent.
- The Service will keep parents informed about Child Care Benefit rebates by:
 - advising new families to apply for online through their MyGov account.
 - ensure families have Kilkenny Primary School OSHC as the Provider.
 - having FAO contact numbers available for families
 - reminding families of the need and encouraging them to reapply for reassessment when required
 - charging full fees when a parent does not have a current Assessment Notice
- All documentation relating to Child Care Subsidy will be kept for the specified period of time and made available to Commonwealth Department Officers on request.
- Families who choose not to apply for Centrelink assistance will be required to settle fees within 7 days of care. Failure to do so may result in cancellation of future bookings.

MyGov - Confirmation

1. Log into your MyGov account
2. Click on Centrelink service
3. In the menu drop down tab click on Child Care Subsidy
4. Click on enrolments
5. In the CCS Enrolments screen you will need to confirm your child's enrolment by clicking on the View details on the far right, under the Action tab.
6. Once you have confirmed, Centrelink will notify the school and you will start receiving CCS if your family is eligible

Difficulty With Payment of Fees

- Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, will be assisted where possible and/or provided with information on other possible avenues of financial support, including Special Child Care Benefit.
- Parents with overdue fees will be encouraged by the Business Manager to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay.

Non-Payment of Fees or Debt Management

If agreed arrangements are not kept, the following procedure will apply:

- First Action – Text Message - A Reminder text will be forwarded to the parent, advising that their account is overdue and to contact the school immediately. The text will include a reminder that parents are encouraged to discuss payment difficulties and make suitable arrangements to pay with Business Manager
- Second Action - Letter - Following this, a Final Notice letter will be forwarded to the parent in which placement may be cancelled and debt forwarded to debt collection agency if arrangements or payment in full is not made within 7 days. The parent/caregiver is responsible for any other fees associated with the debt recovery.

Changes to Bookings and Illness – ONLINE PARENT PORTAL

<https://kilk.spike.economicoutlook.net/clients/#/> or <https://kilk.spike.economicoutlook.net/clients/>

Email address and pin code to log in

Login, Add to home screen

Enter/cancel bookings by clicking on date, press save/cancel

Confirm

- All bookings & cancellations are required online by the parent.
After School Care Bookings accepted 7hrs beforehand online
Before School Care Bookings accepted 1hr beforehand online
Before/After School Care Cancellations accepted 1hr beforehand online
Pupil Free Day Bookings accepted 24rs beforehand online
Pupil Free Day Cancellations accepted 24hrs beforehand online
- Failure to cancel online within this time frame may result in full payment of fees. (refer to allowable absences guidelines in Outside School Hours Care Handbook DH&FS 1998).

Late Collection

- Whenever possible, the parent should ring the Service to advise they will be late to collect their child.
- A parent is regarded as being late when they arrive to collect their child 1 minute after closing time.

- A late collection fee of \$15 per 15 minutes for OSHC, or part thereof, will be imposed when parents arrive later than the closing time.
- Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees.
- When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent.
- NOTE: Any child that is not collected by 6:30 pm (without OSHC being notified of the reason), will result in an emergency call to Crisis Care for intervention.

Out of School Hours Care

- All fees need to be paid in full either weekly or fortnightly (there should be no outstanding fees at the beginning of each Term).
- Accounts outstanding at the beginning of each Term may result in cancellation of bookings.

PLEASE NOTE – OSHC WILL BE CLOSED ON SCHOOL CLOSURE DAYS.

- OSHC WILL BE OPEN PUPIL FREE DAYS IF DEEMED VIABLE BY THE SERVICE

Vacation Care

- \$45.00 Vacation Care per day per child from 7.00am – 6pm.
- \$5.00 Excursion Fees will apply if your child attends excursion
- A late collection fee of \$15.00 per 15 minutes for, or part thereof, will be imposed when parents arrive later than the closing time.
- Bookings will not be taken or confirmed if there are any outstanding amounts owing on the account.
- Snacks and Lunches to be provided by parents/caregivers.

Vacation Care Bookings accepted 24hrs beforehand online

Vacation Care Cancellations accepted 24hrs beforehand online

Review Date: February 2023

Relevant Laws and other Provision

The laws and other provisions affecting this policy include:

- Child Care Service Handbook 2012-2014
- NQS Area:4.1; 6.1.3; 7.3.2; 7.3.4; 7.3.5.
- Policies 2.3 - Educators Ratio, 2.4 Arrivals and Departures of children, 9.2 Enrolments, 9.3 - Communication with families, 10.4 – Fees

(Please complete this tear off slip and return to front office)

OSHC/VAC CARE FEE POLICY AGREEMENT

I _____ agree with the above terms and conditions of Kilkenny Primary School OSHC/Vac Care Finance Policy.

(Full Name of Parent/Caregiver)

Student name/s _____

Enrolment form completed YES / NO

Signature _____

Date _____