

# KOSHC FEE POLICY

## Policy Statement:

The Kapunda Outside School Hours Care (KOSHC) 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 budget is ratified by the Governing Council as Approved Provider annually, or as is necessary and monitored carefully throughout the year.

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

The service will support families by providing relevant information as it becomes available but families are responsible for liaising with the Families Assistance Office (FAO) through Centrelink as needed. Families are reminded that the service is unable to communicate with the FAO with regards to details of their Child Care Benefit (CCB) or Child Care Rebate (CCR). This is a confidentiality matter for all parties.



## Parent Fee Procedure:

### Financial Management

- The KOSHC Advisory committee and the KOSHC Finance Officer with the cooperation of the Director, will draw the annual budget detailing estimated income and expenditure for the year ahead. An interim budget will be presented at the end of year Governing Council (Approved Provider) meeting. The final budget will be passed and endorsed by the Governing Council (Approved Provider) in term 1 of the new year. The budget will be reviewed as needed.
- The KOSHC Advisory committee will be responsible for ensuring financial transactions are properly completed and recorded.
- The KOSHC Finance Officer will be responsible for maintaining staff records and payment of staff wages fortnightly on a Wednesday according to appropriate Award entitlements, and for ensuring all payments are made, including superannuation contributions, deductions, long service leave entitlements and tax deductions. All wages and payments will be checked and endorsed by school leadership.
- If the KOSHC Finance Officer is absent when wages are due to be paid the school Finance Officer will be responsible to fulfil this duty.
- The KOSHC Finance Officer will be responsible for the day to day financial management of the service including the payment of bills, allocation of petty cash, and banking fees.
- Governing Council (Approved Provider) give minuted approval for the Director to be signatory on the services credit card with a daily purchase approval amount of \$500.
- The Director will have minuted approval to spend a discretionary amount for extraordinary accounts, especially in vacation care. All expenditure for large amounts will be approved by the KOSHC Advisory committee and Governing Council (Approved Provider) before purchase.
- The KOSHC Finance Officer will present a financial report to the KOSHC Advisory committee at each meeting, and the most recent will be tabled, acknowledged and recorded at the next Governing Council meeting.
- Annual signatory endorsements will be verified by Governing Council in term 1 each year.
- Governing Council (Approved Provider) will ensure that all reports are made in accordance with

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the Department of Early Childhood and Development and Australian Government requirements.

- Governing Council (Approved Provider) will ensure the services accounts are audited annually in accordance with the Department of Early Childhood and Development and Australian Government requirements.
- After financial records have been audited and a balance sheet and income and expenditure statements prepared, the annual financial report and the certification (also completed by the auditor) will be submitted to the appropriate Departments.
- The audited balance sheet and income and expenditure statements will be presented to the Governing Council (Approved Provider) and be made available to interested parties. The auditor's recommendations will be discussed and implemented.
- Copies of all financial records will be kept for a minimum of seven years and will be available for inspection by Australian Government Officers.
- Key personnel need to be aware of the enrolment advances from Department of Education and ensure that these are managed as a liability in the accounts.
- 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.

### Setting Fees

- The KOSHC Committee will determine the fee level required to meet the service operational costs for the next year.
- The recommendation will be presented to Governing Council (Approved Provider) for ratification
- The fees charged will be reviewed as the budget is reviewed according to the service's required income to cover operational costs.

### Bookings and Cancellations

- Each family is expected to make bookings, in advance, for the care sessions required.
- Booking information must include dates, times and the names of the children who will attend.
- The service will ensure that for all sessions there is a list of children booked in for care.
- The service will request that families update their emergency contact and collection information at the beginning of each year.
- Cancellation of an After School Care or Before School Care booking should be made by 6pm the previous night, and cancellation of Vacation Care and Pupil Free/ School Closure Days should be made 24hours ( by 7am) before the day of care or the full fee will be charged to cover staffing costs (unless the parent can show extenuating circumstances for the failure to comply with the time limit for cancelling the booking)
- If a child is booked in for care on an excursion day notice of cancellation must be given 24 hours (by 7am) the day before otherwise the full fee will be charged plus the cost / child for transport on the excursion.

### Emergency Care

If a child who has not been collected from school is sent to the service the parent must:

- Give permission that this is the process they agree to
- Give permission for the school to pass on any information necessary regarding the child for

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enrolment purposes including emergency contacts and health care details and plans.

- Agree to pay the fees incurred.

## 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 5 minutes after closing time.
- Their arrival time will be recorded on the daily attendance sheet and in the staff communication book.
- A late collection fee of \$5.00 per 15 minutes per child will be imposed when parents arrive later than the closing time.
- The late fee will appear as a separate item on the service weekly invoice to parents.
- Special extenuating circumstances will be given consideration and negotiated with the Director 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 Outside School Hours Care options with the parent.
- Any change in booked times needs to be arranged beforehand with the director/coordinator.

## Payment of Fees

- All families must sign the agreement to pay fees included on the bottom of this policy.
- Accounts will be made available to parents/caregivers within 7 days of the date of care.
- Fees will be due after 1 week of care being used, or in special circumstances, at a time negotiated with the Director and put in writing with a copy kept in the family's file. (Eg where a family is paid fortnightly or monthly)
- Fees can be paid via the internet or phone banking.
- Account name: Kapunda Outside School Hours Care. BSB: 105006. Account No: 058895840

**All fees due must be paid within 7 days of account being issued at service  
Unless otherwise negotiated in writing**

## Receipting of Fees

- A receipt that includes all details to meet Commonwealth Child Care Benefit requirements, will be issued for all monies received
- Where possible, place fees in a sealed envelope with family name, amount enclosed and date of payment. Fees may be paid during the hours the service is operating or alternately at the front office of the school during school hours. Receipts will be given to families at pickup time or posted.

## Debt Management

Individual names and details will not be discussed openly by members of staff, OSHC management or the Approved Provider (Governing Council). Information should only be available to the nominated persons required to take action.

- After two weeks of non-payment a reminder is recorded on the account when it is sent.
- After the third week of non-payment the parent/guardian will be approached by the director or administration officer requesting payment of the outstanding amount or to negotiate payment by instalment if the family is experiencing financial hardship.
- After the fourth week of non-payment a letter will be sent requesting immediate payment or the account will be referred to a debt collection agency.

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- The outstanding balance must not exceed a maximum of five weeks fees or \$500
- After the fifth week of non-payment the outstanding account will be referred to a debt collection agency and a letter will be sent to the parent/guardian informing them that their child/ren will be denied care if no payment arrangements are made.
- **If the account is not paid and we find it necessary to send it to a debt collection agency the account holder will be responsible for all collection fees and legal costs associated with the account.**
- If the child arrives at the service following denial of care, the child/children will be taken to the school office and the family or contact person will be contacted by the school and advised to collect the child/children immediately.

Further action will be implemented on behalf of the Governing Council to ensure that outstanding monies owed to the service for fees are recovered.

### Difficulties with payment of Fees

Families, who are experiencing financial hardship or an alteration to circumstance, need to inform the Director and negotiate a suitable arrangement to pay fees.

- The special fees arrangements will be written into an agreement and signed then kept in that family's file for future reference.
- A voucher book is available from the front office for parents who wish to pay their outstanding fees in instalments.
- Periods of care may have to be negotiated should the difficulties remain for an extended period
- Special Child Care Benefit may be offered at the Director's discretion, after receipt of the parent's request in writing outlining the reasons for financial hardship.

### Child Care Benefit

- Assistance with the cost of fees is available from the Commonwealth Department of Family and Community Services via the Family Assistance Office in Centrelink or Medicare offices
- Application forms and service codes are available at the service
- Enrolling parents/caregivers must supply their child's CRN (Centrelink Reference Number), their own CRN and birthdate to the service in order to receive childcare benefit.
- The billing system will display the amount of Child Care Benefit that is deducted from the full fee.
- Child Care Benefit can only be claimed if attendance records are signed by the Parent/Guardian.

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

**For further information, contact the Director at the service.**

**Reviewed and revised June 2016**

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I, ..... have read and understood the fee policy and procedures.  
I nominate to pay my fees:

AT TIME OF USE / WEEKLY / FORTNIGHTLY / AS NEGOTIATED

I am aware of the consequences for the non-payment of fees as agreed herein.

Full Name.....

Date.....

Signature .....