

Out of School Hours (OOSH) Fees Policy

Version 2.0

Purpose

PCYC Out of School Hours (OOSH) sets fees in accordance with its 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 Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Scope

This Procedure meets the following Quality Areas:

- Quality Area 6: Collaborative Partnership with Families and Communities
- Quality Area 7: Leadership and Service Management

Policy

PCYC Membership

All children must be members of PCYC NSW while attending the PCYC OOSH service.

A junior membership fee of \$10.00 is payable on an annual basis.

Child Care Subsidy

Child Care Subsidy is the payment made by the Government to assist families with the costs of childcare. It is paid directly to the service and passed onto families as a fee reduction. Families are required to make co-contribution to their childcare fees and pay the service the difference between the fee charged and the subsidy amount.

The service is not directly involved in the calculation of a family's entitlements as this is a matter between the family and Centrelink. The family is responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their enrolment in the service.

Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. This is a legal

requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered later by Centrelink and/or the service.

In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family, full fees are payable until such time as the subsidy is reinstated.

Bookings and Cancellations

Each family is expected to make bookings in advance for the care sessions required. Bookings will only be accepted when families have completed the services Enrolment Form in full.

Families wishing to cancel their child at the service are required to provide two (2) weeks written notice to the PCYC Out of School Hours Coordinator otherwise they are liable to pay the equivalent of two weeks childcare fees to the service.

Each family will be charged a one-off Enrolment Fee of \$25.00 upon enrolment.

Failure to Notify

Families are required to notify the service when their child/ren is absent.

Families will be given one warning for not notifying the service of their child/ren's absence.

Families will be charged a \$50.00 fine for each occurrence of non-notification after the first warning.

Absences

Fees are to be paid for the days the child is booked into the PCYC OOSH, including times when the child is absent due to illness or holidays, or sent home from the service due to illness or dangerous behaviour.

Centrelink only allows each enrolment to have a total of 42 days allowable absences per financial year.

Families can apply for more allowable absences directly to Centrelink.

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Service Closure

No fees will be charged while the service is closed over shutdown periods and public holidays.

Method of Payment

Fees are to be paid by the software providers automatic direct debit system, fourteen (14) days in advance. Credit card surcharges apply.

The service does not accept any cash payment.

Families will be given a minimum of fourteen (14) business days' notice of any changes to the way in which fees are collected (Regulation 172).

Payment of Fees

Failed transactions incur a fee of \$10.00 per occurrence.

Families will be given a minimum of fourteen (14) days' notice of any changes to fees.

Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

Families will be provided with a Statement of Fees charged by the service (Regulation 168).

The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed. The family will be responsible for all fees associated with recovering the debt.

Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies are paid, or both parties agree to a payment schedule. Payment schedules must be approved in writing by the Children's Services Performance Coordinator or the State Member Services Manager.

Late Collection Fee

The hours and days of operation of the service will be prominently displayed within the service (Regulation 173). Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$20.00 per 15 minutes or part thereof will apply.

Families who are continually late collecting their child (3 times) without a valid reason, will have their child's place at the service cancelled. Should this be the case, the Coordinator will meet with the family to discuss.

Confidentiality

All information relating to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to act, for example, to initiate debt recovery.

Families may access their own account records at any time, or particulars of fees will be made available to families upon request.

Increase of Fees

The fees are set by the Approved Provider to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen (14) business days' notice of any fee increase (Regulation 172).

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References/Citations

The following documents were considered when formulating this procedure:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2010 and 2014 update (168, 172, 173)
- Child Care Management System
- Enrolment Forms
- Orientation Policy
- Delivery and Collection Policy
- Confidentiality Policy
- Governance and Management Policy

Approval

Document Number	POL - 059
Document Owner	General Manager - Club Operations
Business Unit	Club Operations
Primary Author	Ashlee Aria
Version Number	2.0
Approved By	CEO (Dominic Teakle)
Approval Date	18 March 2021
Effective Date	18 March 2021
Review Date	18 March 2022
Signature of Approver	

Employee Acknowledgement

By signing below, employees acknowledge that they have read and understood this procedure and that they sort clarification from their supervisor or manager to areas where they were not sure (if applicable).

Staff Name: _____

Staff
Signature: _____

Date: _____

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