



Fee, Cancellation and Account Payment Policy

As a child care provider, we have a legal responsibility to ensure we have sound financial management practices in place in relation to collection of fees.

Fees

The table below sets out our Fee Structure effective from the 1st January 2020.

BEFORE SCHOOL CARE	\$12
AFTER SCHOOL CARE	\$20
EARLY SCHOOL CLOSURE	\$22
PUPIL FREE DAY	\$45
VACATION CARE HOME DAY	\$45
VACATION CARE INCURSION	\$50
VACATION CARE EXCURSION	\$55
VACATION CARE PREMIUM EXCURSION	\$60

- There is a \$3 per minute late fee per Family for children that are collected after 6 pm.
- Vacation Care bookings made during the school holidays will incur an additional \$5 fee per child.

Cancellations

We encourage families to adhere to the cancellation policy set out below to not incur unnecessary fees charged to family's accounts.

There are several ways available for families to cancel care:

- communication book at OSHC next to sign in
- text message to 0434 365 589
- email – info@cobblercreekoshc.com.au
- phone call 0434 365 589 or 8251 5291

Before School Care Bookings: if your child is booked in for morning care you have until 5pm the previous working day to cancel care and you will **NOT** be charged as per our policy.

After School Bookings: if your child is booked in for afternoon care you have until 9 am on the day to cancel care and you will **NOT** be charged as per our policy.

Vacation Care: once your child is booked into Vacation Care you will be charged regardless of cancellation. If you can provide a doctor's certificate for your child, we can remove the charge for the day. This only applies to Vacation Care bookings.

Account Payments

Accounts are finalised and billed at the end of each week of care. Accounts are sent out to families once the centre has received subsidy adjustments from Family Assistance. This can sometimes be as late as the middle of the following week.

It is essential that families ensure the account balance is paid in full within 7 days of date of invoice. If you are unable to meet this requirement due to extenuating circumstances, please contact management to discuss a payment arrangement. If no payment is received or no contact has been made the account may be passed on to our debt collectors for recovery.

If this Account Payment Policy is not adhered to by families it may result in cancellation of care for your child(ren). Abuse from parents when staff are chasing outstanding accounts will not be tolerated.

Vacation Care bookings will no longer be accepted if you have an outstanding amount on your account.

Suitable payment options are below:

- Direct debit using the bank details below:
 - BSB: 105-192
 - Account Number: 021 993 940
 - Account Name: Cobbler Creek OSHC & Vacation Care
- Credit Card payment over the phone
- EFTPOS or Credit Card in person during office hours

Effective from 1st of July 2020

Review July 2023