



Cobbler Creek Out of School Hours Care

*Payment of service fees and provision
of a statement of fees charged by the
service policy*

Ratified by Governing Council on 11/09/2023

Principal: Wendy Moore

Governing Council Chairperson: Rebecca Feltus

Review Date: September 2024 or as necessary

Background

OSHC services generally operate as non-profit businesses and are allocated a certain number of Child Care Benefit places, which must be managed in compliance with relevant Australian Government regulations. These guidelines can be found in the Child Care Service Handbook, which is available at www.acecqua.gov.au.

The Approved Provider of an OSHC service has a legal obligation to establish sound financial practices for managing the service's fees, income, and expenses. Since OSHC services have limited opportunities for sourcing additional funds beyond their fees, the development of their facilities and services must be planned within their operational budget.

Policy Statement

At Cobbler Creek OSHC, we determine our fees based on our yearly budget, aiming to generate sufficient income to establish and sustain a high-quality service for families and children while ensuring our service remains affordable and easily accessible to families within our community. Fees are approved by our Governing Council annually or as required, and are closely monitored throughout the year.

To facilitate bookings and attendances, we utilise a specialised website named FullyBooked, which is endorsed by the Australian Government's Department of Education, Employment, and Workplace Relations for processing bookings and generating family fee statements. We are committed to providing families with relevant information as it becomes available, but families are responsible for communicating with Services Australia as necessary. It is important to note that Cobbler Creek OSHC cannot disclose any information about a family's Child Care Subsidy to Services Australia or any other party, as this is a confidential matter for all involved.

The Policy

a) Fees

Before School Care	\$14
After School Care	\$22
Early Dismissal	\$24
Pupil Free Day	\$55
Vacation Care Home Day	\$55
Vacation Care Incursion	\$65
Vacation Care Excursion	\$75
<i>Please note that there is a \$3 per minute late fee per family for children that are collected after 6:00pm.</i>	

Late Pickup: We kindly remind families that children need to be picked up by 6pm as per our operational hours. In instances where children are picked up after 6pm a \$3 per minute late fee will be added to your account. This fee does not qualify for subsidy and is intended to offset the additional wages paid to our dedicated Educators who extend their hours to accommodate late pickups.

b) Payment of Fees

Cobbler Creek OSHC is committed to providing efficient account keeping practices as the timely payment of statements is crucial to ensuring the continued viability of our service. Statements are issued to families every Tuesday with some exceptions, and must be paid within 7 days.

Our preferred method of payment is via bank transfer into the following account:

Account Name	Cobbler Creek OSHC
Account Number	021 993 940
BSB	105 192
Reference	Your name AND your child's name

Alternatively, we have an EFTPOS machine in our office which can be used between 8:45am and 2:45pm Monday to Friday.

Debt Limitation and Payment Reminders: The maximum permissible debt limit at Cobbler Creek OSHC stands at \$250. Families who reach this threshold will receive an initial reminder to settle their outstanding balance within 7 days. In the event that payment is not received within this period, a subsequent reminder will be issued. If, even after the second notice, payment remains outstanding, Cobbler Creek OSHC may need to suspend care services until the payment is reconciled.

Flexible Payment Solutions: We acknowledge that unexpected circumstances can arise, leading to challenges in meeting payment obligations within the specified 7-day timeframe. We encourage families facing such challenges to engage with our Director to discuss short-term payment plans tailored to individual circumstances. Families must adhere to payment plans as scheduled to ensure the uninterrupted continuity of your child/ren's care. Please be advised that any deviation from the agreed payment plans will result in the cancellation of existing bookings.

Confidentiality and Fee Adjustments: Our commitment to safeguarding the confidentiality of all family accounts remains paramount. Any adjustments to fees will be communicated with a minimum notice period of 2 weeks. It is our mutual responsibility to ensure that all accounts are brought to a zero balance by year-end. Families with outstanding balances risk the cancellation of enrolments and bookings if this requirement is not met.

c) Bookings and cancellations

Before School Care	Cancellations made within 7 days of a booking will incur full charge with no exceptions.
After School Care	Cancellations made within 7 days of a booking will incur full charge with no exceptions.
Early Dismissal	Cancellations made within 7 days of a booking will incur full charge with no exceptions.
Pupil Free Day	All bookings are final. Cancellations will incur full charge.
Vacation Care	All bookings are final. Cancellations will incur full charge.
“Non-Notification” Fee	Families who do not cancel their booking on FullyBooked will receive an additional \$15 charge on their account. Please note that this is for repeat non-notifications only, and will not be charged for a one-time occurrence.