



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 01/08/2026

Principal: Graeme Fenton

Governing Council Chairperson: Andrew Davey

Review Date: August 2027 or as necessary

Background

OSHC services generally operate as non-profit businesses and are allocated a certain number of Child Care Subsidy places, which must be managed in compliance with relevant Australian Government regulations. Information regarding these requirements can be found in the Child Care Provider Handbook and relevant Australian Government legislation.

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. As OSHC services have limited opportunities to source additional funds beyond service fees, the ongoing operation, development and improvement of facilities, resources and programs must be planned within the service's operational budget.

Cobbler Creek OSHC is committed to maintaining a financially sustainable service that supports the delivery of high-quality care and educational experiences for children while remaining accessible to families within our community. Effective fee management assists the service to meet staffing, compliance, resource, food, excursion and operational costs, ensuring the continued viability of the service.

Policy Statement

At Cobbler Creek OSHC, fees are determined based on the annual operating budget, with the aim of maintaining a high-quality service while remaining accessible and affordable to families within our community. Fees are approved by the Governing Council and reviewed annually or as required.

The service utilises Fully Booked to manage enrolments, bookings, attendance records and family fee statements.

Families are responsible for maintaining their accounts and ensuring fees are paid within the required timeframe.

The Policy

Fees:

Before School Care	\$17
After School Care	\$27
Early Dismissal	\$30
Pupil Free Day	\$65
Vacation Care Home Day	\$65
Vacation Care Incursion	\$75
Vacation Care Excursion	\$85
<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:

Children are required to be collected by 6:00pm in accordance with the service's operating hours.

Where children are collected after 6:00pm, a late collection fee of \$3 per minute per family will be added to the family's account. This fee is not eligible for Child Care Subsidy and assists in covering additional staffing costs incurred by the service.

Staff Discount:

Golden Grove Primary School staff and Cobbler Creek OSHC staff will receive a 50% discount on fees prior to the application of Child Care Subsidy.

Payment of Fees

**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. If accounts remain unpaid, care will be withdrawn until the account is paid in full or a satisfactory payment plan is being adhered to. Unpaid accounts will be forwarded to our debt collector and all associated costs will be added to your account. The Director may require payment of fees in advance for families that have a history of slow or nonpayment of accounts.

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.

Cancellations

Before School Care	Cancellations made within 7 days of a booking will incur full charge. <i>Should your child become unwell in the 7 day booking period, please provide a medical certificate prior to their booking for reimbursed</i>
After School Care	
Early Dismissal	
Pupil Free Day	
Vacation Care	
"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.

Legislation and References

Quality Area 6

6.1	Supportive Relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.2.2	Access and participation	Effective partnerships support children's access, inclusion, and participation in the program

Quality Area 7

7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service

Education and Care Services National Regulations

158	Children's attendance record to be kept by approved provider
168 (2) (g)	Education and care services must have policies and procedures
177	Prescribed enrolment and other documents to be kept by approved provider

References

Childcare provider handbook, Department of Education, Australian Government, https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook
Childcare subsidy, Services Australia, Australian Government, https://www.servicesaustralia.gov.au/child-care-subsidy