



FEE POLICY

Policy Statement

New Lambton District OOSH (NLDOOSH) endeavors to provide a quality service that is affordable. Our fees are set to achieve this in balance with obtaining the income required to provide a service that aims to ensure every child feels valued, safe and celebrated.

Procedures

General

- a. All weekly permanent bookings are charged from the commencement of Term One each year
- b. All records will be kept confidential and stored appropriately.
- c. Parents/ guardians will be invoiced for fees on a fortnightly basis. They may be provided with particulars of their fees at any time and information given in writing upon request. Fees are payable upon receipt of invoice. Statements are provided on a fortnightly basis.
- d. Payments are direct debited using the iPay Worldpay service that is set up on enrolment.
- e. NLDOOSH is approved to offer Child Care Subsidy (CCS) to all families who are assessed and approved by the Department of Human Services. Any changes or cancellations in family subsidies will result in full fees being payable to the service. All information required by Services NSW and Centrelink in determining eligibility is the responsibility of families.
- f. CCS is paid for up to 42 days of allowable absences per financial year.
- g. Weekly permanent bookings must be paid for regardless of use. Fees are due for public holidays, pupil free days, and temporary school closures that fall during the school term and for temporary non-attendance.
- h. Parents who share custody of their child(ren) may have separate accounts established. If a permanent booking is to be shared between two parents, with fees to be charged on an alternate-week basis, we require a booking request from each parent, and they must be identical. If one parent requires more sessions of care than the other, that parent will need to make use of our casual booking facility for those extra sessions. Parents may choose to share bookings within a week (eg one parent requests Monday and Tuesday, and the other parent requests Wednesday and Thursday) but the overall booking must be the same for every week.

Setting fees

- a. Fees will be set by the NLDOOSH Parent Management Committee each year, on completion of an annual budget, and according to the centre's required income.
- b. Fees will be published on the NLDOOSH website by term 4 each year.
- c. Fees may be subject to change throughout the year with approval by the NLDOOSH Management Committee. Parents/ guardians will be given at least four weeks' notice of any changes in the fee schedule and will be notified of these changes via the email address they have registered with the centre.

Standard fees

- a. A registration fee will be charged for each child on enrolment each year.
- b. Attendance fees are charged according to whether bookings are permanent or casual.
- c. Fees are charged as per the current schedule for that year which is published on our website.

Possible additional fees, charges and expenses

- a. Additional fees, charges and expenses may attract GST and may not be covered by government rebates.
- b. NLDOOSH charges additional fees to family accounts in the following circumstances:
 - if the child is not collected from the service by the advertised closing time
 - for the provision of breakfast during before school care
 - for a parent/carer not notifying the centre of their child's non-attendance for their booked session according to the non- notification procedure
 - for excursions where there is a cost involved, noting that attendance is optional
 - for overdue fees when payment for bookings has not been received by the due date.
- c. iPay/ World Pay have fees applicable for their service, these are not set by New Lambton District OOSH.
- d. Parents/ guardians will be responsible for payment of any expenses incurred as a result of any necessary medical/ dental treatment for their child/ren, including ambulance transportation. The centre holds a current insurance policy that covers these types of expenses, a claim may be submitted on the families behalf. Payment of this claim is at the insurer's discretion and subject to the coverage at the time.

Late Fees:

- a. Children must be collected by the centre closing time of 6.00pm otherwise a late fee will be charged comprising of \$20.00 for the first 10 minutes and \$1.00 per minute per child thereafter. This is to cover educator wages.
- b. Late pick up fees are set by Management and are not covered by government rebates.

- c. Wherever possible parents/ guardians should advise the centre when they will be late to collect their child/ren. If a parent/ guardian continues to collect their children after 6pm, the Coordinator will need discuss other options with them and suitable arrangements made or the children's place in the centre may be cancelled.
- d. At 6pm any children still at the service will be kept in the care of the Responsible person and one other educator and the authorised contacts will be called to determine who will collect the children from care. If an authorised contact cannot be reached after 30 minutes, the Children's Emergency Service will be called (this is a Duty of Care issue). **At this time the child's care becomes a child protection/legal issue. Phone: 1800 066 777.**

Overdue fees and Rejection Fees

- a. Failure to pay fees, or make payments under an agreed payment plan, by the due date may:
 - attract a late payment fee; and/or
 - result in the child's enrolment being suspended or terminated
- b. Any fees that remain outstanding at the end of each term may be referred to a debt collection agency and parents/ guardians will be liable for all associated costs.
- c. Parents/ guardians are encouraged to discuss any difficulties that they may have in paying fees with the Administration Manager, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when/if required.
- d. Accounts will be invoiced on the Wednesday of invoicing week and Worldpay/iPay will deduct the payment the following day.
- e. The following Monday NLDOOSH is informed if the payment was processed or if it was rejected. Should fees be rejected from this fortnightly iPay payment a Rejection Fee is charged by Worldpay. NLDOOSH will contact Parent 1 on the account informing them of the rejection and offer a payment plan, or to resubmit the scheduled payment.
- f. NLDOOSH will resubmit rejected payments on Tuesday. Should this payment also be rejected another Rejection Fee is charged by Worldpay.
- g. After the second rejection NLDOOSH will advise the family that the payment will be scheduled to be attempted in the regular fortnightly payment schedule the following week where the account will be charged for all outstanding care. Casual care is suspended until such time as the account is balanced.
- h. Should the payment be rejected again when the regular scheduled payment cycle is processed the Management Committee reserves the right to deal with unpaid fees at their discretion which may include the immediate cancellation of care until fees are brought up to date, and then kept in advance

Permanent bookings

- a. For permanent bookings, the entire fee for the child's care must be paid as per the invoice via iPay/Worldpay.
- b. Weekly permanent bookings must be paid for regardless of use. Fees are due for public holidays, pupil free days, and temporary school closures that fall during the school term temporary non-attendance ie- illness or family holidays.
- c. Any changes to permanent bookings during the school term require a minimum of two (2) weeks' notice with fees payable regardless of use. Booking changes submitted within the last two weeks of a term will be deemed to be effective from Week 1 of the following term. Any requested changes to permanent bookings are to be emailed to the centre.

***NB- At the start of the year there is an exemption to "c" . For the first two (2) weeks of Term 1 families have a "cooling off period" where they can change bookings without the notice payment period. This allows families to start back at OOSH and assess the days they require for the year.*

Please note: Child Care Subsidy is not payable for absent sessions at the very beginning or very end of an enrolment. Fees are charged at the full fee rate. Should families have an outstanding account after ceasing this will be recovered via iPay.

Casual bookings

- a. Casual bookings can be made in accordance with our centre's procedures and associated fees will be added to family account. Payment for casual bookings may be requested at time of booking.
- b. 48 hours notice is required to cancel a casual booking without charge. Cancellations within this 48 hour period will still attract the session charge.

Non-Notification Fee

- a. Families are required to notify the service when their child is absent for any OOSH sessions. It is critical to let us know when your child will not be attending OOSH, particularly in the afternoon session as it time consuming and stressful to educators and school if we are looking for children who have already been collected from or have not attended school that day.
- b. **Notification for afternoon sessions needs to have been given prior to the end of school bell time.** A \$10.00 fee per child for each occurrence of non-notification,

will be added to the families account in addition to the usual session fee. **This is applicable only for afternoon sessions of care.**

- c. A Non-Notification Fee is not eligible for CCS deductions.

Contact can be made via email nldoosh@bigpond.com, or text on 0490 023 661. It is best done in writing if possible to avoid any miscommunication.

Considerations

Name	Reference
Education and Care Services National Regulations	168, 232, 233, 234, 235, 236
National Quality Standard	7
Other NLDOOSH policies/ documentation	Fee Payment Procedure Current fee schedule Fee section of our website
Other	

Policy status

Policy developed	November 2013
Last reviewed	February 2026
Due for review	August 2027
Policy owned by	New Lambton District OOSH Inc.