



## **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 records will be kept confidential and stored appropriately.
- b. 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.
- c. 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.
- d. 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 reviewed at the beginning of each financial year or calendar year. They will then 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. 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.

### Overdue 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.

### Permanent bookings

- a. For permanent bookings, the entire fee for the child's care must be paid as per the invoice via online bank transfer into NLDOOSH account.
- 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 otherwise fees are to be paid. Booking changes submitted within the last two weeks of a term will be deemed to be effective from Week 1 of the following term.

*\*\*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.**

Casual bookings

- a. Casual bookings can be made in accordance with our centre’s procedures and associated fees will be added to family account.
- b. Casual bookings may be cancelled up to 48 hours prior to the session with no charge otherwise the usual casual fee will be charged for the child.

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. Families will be given one warning for not notifying the service of their child’s absence. **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 after the first warning, this 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](mailto:nldoosh@bigpond.com), or text on 0490 023 661 please store this number in your phone. 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 NDLOOSH policies/ documentation	Fee Payment Procedure Current years fee schedule

	Fee section of our website
Other	

**Policy status**

Policy developed	November 2013
Last reviewed	September 2023
Due for review	August 2024
Policy owned by	Centre Coordinator, Employee, Families, Management and Interested Parties