



Wesley Out of School Hours Care

Payment of Fees

1. Purpose

Wesley out of School Hours Care (Wesley OOSH) will ensure that our service is affordable and accessible to families in our community.

2. Scope

This policy applies to the families of Wesley OOSH as required by the following Regulations and Standards.

National Regulations (r) and National Law (s)

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| r168 | Education and care service must have policies and procedures |
| r172 | Notification of change to policies and procedures |
| r173 | Prescribed information to be displayed |

Related documents and sources:

- Enrolment
- Child Care Management System
- Family Fee statements

3. Policy statement

Wesley OOSH sets fees in accordance with its annual budget in order to meet the income required to develop and maintain a quality service for children and families. Wesley Mission ratifies the budget annually, or as necessary, and monitors it carefully throughout the year. Fees charged are used to ensure we can maintain our service to its high standards.

Family responsibilities

The following outlines how fees can be paid.

- Fees must be paid prior to your child's first attendance at the centre.
- Upon enrolment, families must pay a security deposit of two week's full fees.
- Fees are to be paid fortnightly in advance by direct debit of either a bank account or credit card.
- Fees are payable in advance for every day that your child is enrolled at the service. This includes sick days and family holidays but excludes periods when the service is closed.
- Should you wish to end your child's enrolment, or should management make the decision to terminate your child's place, two (2) weeks written notice is required from the ending/terminating party. If this does not occur, two (2) weeks fees will be billed to you.

Child Care Subsidy

- Child Care Subsidy is the payment made by the Australian Government to assist families with the cost of childcare. It is paid directly to the service and passed on to families as a fee reduction.
- Families are required to make a payment to their childcare fees which is the difference between the fee charged and the subsidy amount.



- The service is not directly involved in the calculation of a family's entitlements this is a matter between the family and Centrelink.
- The family is responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their enrolment at the service.
- Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered at a later date by Centrelink and/or the service.
- In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family full fees are payable until such time as the subsidy is reinstated.
- Full fees will be charged if a child is absent on their last day of care.

Service requirements:

The service shall ensure families receive a statement of payment in a prompt and timely manner.

An invoice/statement will be issued for all fees. This will include the child/children's full name/s, date of care, date of payment, amount, CCS payments etc. If the incorrect amount is paid, a refund will not be given however a credit will be applied to the families account.

Increase of fees

The fees are set by Wesley OOSH in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days' notice of any fee increase.

Overdue Fees

Any family who is one or more weeks late with their fees will receive a Friendly Fee Reminder. Families can contact the Administration Office regarding payments if there is a need to do so. Continually not paying fees will put your children's enrolment/s in the Service in jeopardy.

4. Responsibility and policy owner

The policy owner is the General Manager, Wesley Health, Conferences and Education. The owner is responsible for implementing the policy and achieving the desired outcomes. Wesley Out of Hours School Care staff shall adhere to this policy.

5. Consultation & Approval

This policy has been developed in consultation with the Program Manager, Wesley OOSH, Senior Coordinator, Wesley OOSH, Area Coordinator/s, Wesley OOSH, Centre Coordinator/s, Wesley OOSH & the Quality, Risk and Compliance Specialist, Wesley Conferences and Recreation.

This policy has been approved by General Manager, Wesley Health, Conferences and Education.