Wangala
PRIMARY SCHOOL

Outside School Hours Care Policy
Fees and Charges

Purpose

Wangala Primary School Outside School Hours Care supports a fee system that is affordable and accessible to all families and ensures the program maintains viability. Eligible families can access fee relief in the form of Child Care Subsidy (CCS). If you have any questions relating to your Centrelink benefits or entitlements, you must contact the Department of Health and Human Services - Family Assistance Office on 13 61 50

The fees and charges policy is designed to inform families of their expected costs and their responsibilities in relation to payment methods. This is to ensure children can attend their chosen programs and excursions. It also details the process Wangala Primary School Outside School Hours Care will take when fees are outstanding.

Procedures

- The Wangala Primary School Outside School Hours Care utilises iDebitPRO for management of all accounts
- You must pay all Wangala Primary School Outside School Hours Care accounts by the due date for payment iDebitPRO.
- Bookings will not be accepted from families who have outstanding monies owing from a period greater than 6 months.
- Bookings will not be accepted from families who have outstanding monies owing of $200 or more from previous bookings.

Recording Fee Payment

Wangala Primary School Outside School Hours Care will record fee payments and bookings through the administration package, Kidsoft, which meets Commonwealth Government requirements for claiming CCS payments and in line with the Child Care Management System (CCMS) requirements.

Child Care Subsidy (CCS)

- If you intend on claiming any subsidy for Wangala Primary School Outside School Hours Care Services, it is your responsibility to supply correct CRNs (which differ between Parents/Carers and individual children), dates of birth and names via the Enrolment document. This information must match the information given to the Family Assistance Office and be provided before your child's attendance at the Service. All information you provide to Wangala Primary School Outside School Hours Care regarding entitlement to Child Care Subsidy must be correct, up to date and consistent with the information you provide to Centrelink. Until Wangala Primary School Outside School Hours Care can verify your entitlement to Child Care Subsidy, you are responsible for paying full fees and charges for the use of the Service.
- Certified Written Agreement (CWA) – to receive your Child Care Subsidy via your Centrelink account – Once you have placed your bookings with Wangala Primary School Outside School Hours Care it is your responsibility to confirm your Certified Written Agreement – CWA via your MyGov account more information on what a CWA is can be found at;
  https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy

- The Wangala Primary School Outside School Hours Care Service is a fully approved service for Centrelink purposes and will submit the registered child's attendances to Centrelink every Friday.
- Wangala Primary School Outside School Hours Care in accordance with CCS can only resubmit attendances up to a maximum of 28 days from your attendance.
- Child Care Subsidy Accountability: Wangala Primary School Outside School Hours Care will keep Parents/Carers informed about the processes for securing CCS payments by providing information on the Wangala Primary School Outside School Hours Care page in the Wangala Primary School website. The Wangala Primary School Outside School Hours Care Program is an Approved Services with the Department of Education and Training.

Child Care Subsidy Allowable Absences

Wangala Primary School Outside School Hours Care will ensure that families receive CCS for days their child is absent from the program where the absences fall within Commonwealth Guidelines.

Allowable Absence Procedures:

- Families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.
- Under the Child Care Subsidy, when a child does not attend care on a day they are scheduled to attend, providers are able to claim an absence for the child up to 42 times in a financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family hasn't already reached their fortnightly entitlement of subsidised hours based on their activity test result).
- Once the 42 day allowable absences have been reached, CCS is not paid for any further absences, and full fees are charged. Additional absence days beyond the initial 42 allowable absences are available for the following reasons, defined in the Family Assistance Law:
    - Your child, yourself, your partner or another person with whom the child lives is ill.
    - Alternative arrangements have been made on a pupil-free day.
    - Your child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period, and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to your child.
    - The absence is because your child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan.
    - The service is closed as a direct result of a period of local emergency.
    - Your child cannot attend because of a local emergency (e.g. because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards.
    - You have decided that your child should not attend the service for up to seven days immediately following the end of a period of local emergency. Evidence will be required for additional absence days.

Late Pick-Up Fees

If a parent/carer fails to pick up their child by the advertised closing time, the parent/carer will be charged a late fee. This fee is to cover the additional costs of keeping the service open beyond the closing time of the service.

An educator with all required qualifications will remain at the service until the last child has been picked up.

Late Pick-Up Fee Procedures:

- If the registered child is not collected from the Service by the advertised closing time, $1 per minute per family will be charged. Payment of the late fee will be charged on the following Thursday. All late attendances will be documented and noted on the final statement.
- Parents/carers are given clear notification that they should inform the program if they know they will be late.
- If this situation occurs more than three times in a program, the remainder of the bookings may be cancelled.

CANCELLATION OF CARE – FEES AND REFUNDS

Cancellations made within 48 hours of the session starting will incur the normal fee as an allowable absence and you will be charged accordingly. There are no charges for cancellations made at least 48 hours prior to the session start. An existing booking will be successfully cancelled only when you cancel it directly with the OSHC staff of the Wangala Primary School administration. You are liable to pay all charges for all days that the registered child is booked in for the Service, and not cancelled within the cancellation period, regardless of whether the child attends the Service.

Overdue Fees

- Wangala Primary School Outside School Hours Care encourages Parents/carers to telephone the school office to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.
- If payment of fees does not occur by the due date, your account may be suspended, and your bookings cancelled. If non-payment of fees continues then the debt will be referred to a collection agency, and any associated costs involved with using such agency will be at your expense.
- You will be unable to make any further bookings with Wangala Primary School Outside School Hours Care while you have any outstanding debt for Services.

Excursion Fees

Any additional costs for excursions or incursion activities are determined prior to the experience and communicated to families. It is not always possible for Wangala Primary School Outside School Hours Care to absorb such costs and individual family and community circumstances will be considered.

Changes to the Fee Policy or Procedure

The Wangala Primary School Outside School Hours Care must notify parents and carers of children enrolled at least 14 days before making any change to a policy or procedure that will affect the feeds charged or collected.

Current Charges

The current charges (as of 15th July 2024) for the Wangala Primary School Outside School Hours Care sessions are;

Before School Care:
Permanent Cost: $23.00
Casual Cost: $25.00

After School Care:
Permanent Cost: $28.00
Casual Cost: $30.00
Vacation Care To be determined

References

ACECQA National Quality Framework Resource Kit (2012)
Quality Area 7 – Leadership and service management
Education and Care Services National Regulations (2011). R168

Review Cycle

This policy was last updated in March 2025 and is scheduled for review in March 2026.