



Outside School Care NT

OSC-NT PS 2. – Bookings and Fee Management Policy

Policy Description	<p>At Outside School Care NT we aim to be the leading provider of outside school hours care in the Darwin and Palmerston area by providing quality consistent care in line with National Quality Standards and Framework.</p> <p>We aim to provide quality education and care at an affordable price to families that utilise our services.</p>														
1.0 List of Fees	<p>Outside School Care NT (OSC-NT) services are offered to clients on a per session basis. Session times per care type are outlined in our Enrolment Form. The full session fee is payable irrespective of how long your child actually attends the session.</p> <p>OSC-NT Fees Structure (as at 5 OCT 2015)</p> <table border="1" data-bbox="488 745 1414 969"> <thead> <tr> <th>Service</th> <th>Fee per daily session</th> </tr> </thead> <tbody> <tr> <td>After School Care</td> <td>\$25.00 per child</td> </tr> <tr> <td>After School Care – Bus Service</td> <td>\$27.00 per child</td> </tr> <tr> <td>Vacation Care / Pupil Free Days</td> <td>\$49.50 per child</td> </tr> <tr> <td>Before School Care</td> <td>\$15.00 per child</td> </tr> <tr> <td>Refundable Bond Payment</td> <td>\$250 must be paid – before bookings can be confirmed.</td> </tr> </tbody> </table>	Service	Fee per daily session	After School Care	\$25.00 per child	After School Care – Bus Service	\$27.00 per child	Vacation Care / Pupil Free Days	\$49.50 per child	Before School Care	\$15.00 per child	Refundable Bond Payment	\$250 must be paid – before bookings can be confirmed.		
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2.0 List of Discounts or Fees	<p>Outside School Care NT offers a series of discounts based upon number of children enrolled, day and services used and other charges as at October 2013.</p> <table border="1" data-bbox="440 1088 1465 1417"> <thead> <tr> <th>Discount or Fee</th> <th>Flat rate or Percentage applied</th> </tr> </thead> <tbody> <tr> <td>Holiday Discount</td> <td>50% (conditions apply)</td> </tr> <tr> <td>Before School Crae Discount</td> <td>Discount 10% discount applies to the Before School Care (BSC) fee only for parents with children attending ASC service a minimum of three (3) days per week</td> </tr> <tr> <td>Visa / Mastercard Credit card surcharge</td> <td>1.87%</td> </tr> <tr> <td>Debit Card surcharge</td> <td>No charge</td> </tr> <tr> <td>Late Collection / Pick up Fee</td> <td>\$5 for first 15 mins and additional \$5 per additional 15 minute period or part thereof</td> </tr> <tr> <td>Direct Debit dishonour fee</td> <td>\$10 per transaction dishonoured</td> </tr> </tbody> </table>	Discount or Fee	Flat rate or Percentage applied	Holiday Discount	50% (conditions apply)	Before School Crae Discount	Discount 10% discount applies to the Before School Care (BSC) fee only for parents with children attending ASC service a minimum of three (3) days per week	Visa / Mastercard Credit card surcharge	1.87%	Debit Card surcharge	No charge	Late Collection / Pick up Fee	\$5 for first 15 mins and additional \$5 per additional 15 minute period or part thereof	Direct Debit dishonour fee	\$10 per transaction dishonoured
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3.0 Bookings	<p>Outside School Care allows Full time and part-time bookings</p> <p>3.1. Full-time Bookings</p> <p>Full –time Bookings are bookings made for care on a continuous basis throughout the school term. Full-time bookings may be for one (1) or up to five (5) days of care per week</p> <p>If an OSC-NT school site is reaching capacity level, the Director will reserve the right to give preference in offering care to families with full-time bookings. Full-time bookings guarantee a place for your child at our service.</p> <p>Booking Conditions and Fees: An Overview A completed and signed Fee Agreement is required to enrol your child at any of our services</p> <p style="text-align: right;">OUTSIDE SCHOOL CARE NT – BOOKING CONDITIONS AND FEE AGREEMENT (QA6) 3</p> <p>Full-time bookings have the following conditions:</p> <ul style="list-style-type: none"> - Accounts are up to date and paid fourteen (14) days in advance - Families required to pay their fees if a child is absent (for any reason), unless a holiday form or medical certificate is submitted as outlined (below) - Families must provide the Centre Director with two (2) weeks written notice of their intention to remove their child from the Centre <p>3.2 Part-time Bookings</p>														

	<p>Part-time Bookings are bookings made for care on an ad-hoc basis throughout the school term. Part-time bookings may be for one (1) or up to five (5) days of care per week Part-time Bookings are made at the service's discretion and are not guaranteed. A Part-time booking will be subject to availability. At such times when capacity is limited at a site, the director will advise parents whether part-time bookings are available.</p> <p>3.3 Absences (medical and holiday) Absences owing to illness (or other medical) Absences owing to illness (or other medical) will not be charged subject to receipt of a copy of a valid medical certificate/s relating to the specific absence. Absences (vacations) A holiday discount of 50% on the gap is available to families who take family vacations during school term. The discount is charged to guarantee the child's place during the period of absence. The discount is not available for ad-hoc absences. Families may at their discretion withdraw their child for the period of vacation – however their place will not be guaranteed. A temporary withdrawal for vacation will require a two (2) week notice (received in person or by email).</p>
<p>4.0 Billing</p>	<p>4.1 Fees Paid Two Weeks in Advance Booking fees are outlined in the weekly customer statement and reflect care from the current period and two (2) weeks in advance. The booked session fee is charged not the actual hours used. When a parent/s pays fees, the amount is recorded and entered into the Outside School Care NT childcare management system</p> <p>4.2 Late Pick Up Fees* Collection of children after 6pm ASC or after 6.00pm VAC, will incur a \$5.00 late pick up fee per child (for the first 15 minutes) A further \$5 per child will be charged for each 15 minute period in which the parent is late to collect the child/ren. If late fees are incurred on three occasions within one school term the families' ongoing enrolment will be reviewed and possibly cancelled. *The Director reserves the right to waive the late pick up fee in exceptional circumstances.</p> <p>4.3 Payment of Fees Weekly statements are issued on a Sunday. Customer statements will include a statement of attendances per child for the previous four (4) weeks and the next two (2) weeks. Parents have the option to receive their weekly statement via email or through registration to the web based Outside School Care NT Parent Portal.</p> <p>4.4 Overdue Accounts All past debt or overdue accounts will be directed to a Debt Collector. Outside School Care NT uses the services of E- Collect. We will make several attempts to contact you before referring a debt to our debt collection agency. Our policy is to always offer a payment plan and work with families to help assist reduce an overdue account before the step is taken to use the services of a debt collection agency. If you have difficulty paying your account, please contact your Director as early as possible. We are here to help families.</p> <p style="text-align: right;">OUTSIDE SCHOOL CARE NT – BOOKING CONDITIONS AND FEE AGREEMENT (QA6) 4</p>
<p>5.0 Payment Options</p>	<p>BPAY or bank transfer (these are the preferred payment options) - If you wish to make payments by BPAY, please advise your Director and you will be issued with your unique customer reference number and our BPAY Account code.</p> <p>For bank transfers, our bank account details will be included on your weekly customer statement. EFTPOS: Debit and credit card facilities are available on-site at the ASC see Director.</p> <p>DIRECT DEBIT: Direct debit is also available and can be deducted from your account on a weekly or fortnightly basis at no extra charge, if you wish to organise this option please contact the Director. CASH is not our preferred form of payment. However, we will accept on an exceptional basis. Please ask that you are given a receipt for cash payments at time of payment.</p>
<p>6.0 Child Care Assistance</p>	<p>Most families are entitled to receive federally funded child care assistance through Centrelink's Child Care Benefit (CCB) and Child Care Rebate (CCR) schemes. Most families will receive assistance with the childcare costs via Child Care Benefit (CCB) or rebates (CCR or JET). In order for any CCB, CCR or JET entitlements to process you must ensure that you correct details are provided upon enrolment and that both your Parent and Child Customer Reference Number (CRN) and Dates of Birth (DOB) and are valid and correct.</p>

	<p>Outside School Care NT will advise you of issues when processing your claims, however it is not our responsibility to ensure that the correct details are held in our systems.</p> <p>Your weekly customer statement will automatically reflect your benefit or rebate entitlement. This is achieved through a direct connection between our CCMS software provider and the Family Assistance Office (FAO). However, we have no part in this process. Therefore, in case of queries with regard to your benefit entitlement, please address the matter to the FAO.</p> <p>PLEASE NOTE: Families may also elect to have their Child Care Rebate paid directly to OSC – NT to offset their fees.</p>
7.0 Parents / Guardian Responsibilities	<p>It is the child's parent/guardian responsibility to ensure:</p> <ul style="list-style-type: none"> - The account of each child booked at the service is/are paid 14 days in advance - Each parent must sign and agree to abide by the terms of the OSC NT Fee Agreement - Each parent must provide the Centre Director with two [2] weeks written notice of their intention to remove their child from the service.
8.0 Late Payment / Arrears Policy	<p>For families whose accounts are in arrears – the following five (5) point procedure will be followed:</p> <ol style="list-style-type: none"> 1. Contact will be made after seven (7) days including an initial reminder letter (or email) advising that fees are overdue, and need to be paid immediately. 2. If payment is not received within fourteen (14) days, a second letter (or email) will be sent notifying parents that their child's place may be withdrawn. 3. If payment is not received within twenty-one (21) days, a third letter (email and registered letter) will be sent notifying parent that their child's place will be withdrawn when the debt is twenty-eight (28) days old. 4. Once the child is excluded from the centre the account will be referred to a debt collection agency (ECollect) where legal action may be taken to recover monies owing. 5. If a payment plan is drawn up and the contract signed by both parties is not adhered to, the child will be excluded from the centre immediately and the account sent to a debt collection agency.
9.0 Late Collection / Pick Up	<p>Parents are required to contact the centre by phone to advise that they will be late to collect their child. A late collection / pick up fee may be charged – refer to fees above. Please refer to our policy on the delivery and collection of children.</p>
10.0 Other	<p>OSC – NT will not operate any services during the Christmas period for two (2) weeks - During closure of the service, no fees will be charged.</p> <p>OSC-NT will provide a minimum of two (2) weeks notice in writing of changes to the fee structure</p>
Related Policies, Procedures, Forms or Checklists	<ul style="list-style-type: none"> - Enrolment Form - Parent Handbook - Direct Debit Authorisation Form
Sources/References:	<ol style="list-style-type: none"> 1. National Quality Framework. www.acecqa.gov.au 2. National Education and Care Services Law 2010 – Section 3(3)(C); 175 3. National Regulations, regulations: 75, 158-159 4. National Quality Standards October 2011, elements:6.1.1, 6.1.3, 7.3.3, 7.3.5
Version Control/Updates:	<p>Version: 3.0 SEPT 2015</p> <p>To be reviewed and updated by: SEPT 2016</p> <p>VERSION 4.0 SEPT 2016.</p>
NEXT REVIEW DATE:	<p>SEPT 2017</p>