FEE POLICY/PROCEDURE

Policy Statement

Berri OSHC aims to provide a quality Out of School Hours Care service at an affordable price to parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Governing Council will be ultimately responsible for setting and reviewing fees, based on advice from the OSHC Advisory Committee on completion of the annual budget and according to Berri OSHC's required income in order to provide a quality and viable education and care service. The setting and payment of fees considers all requirements of the Education and Care Services National Regulations (2011), Australian Tax Office requirements, privacy legislation and the guidelines provided by the Australian Government Department of Education.

Berri OSHC operates as a non-profit organisation. Any surplus income will be expended on equipment and resources for the children's program, and minor upgrades and service improvements, as specified by the Berri Primary School Governing Council and the annual OSHC budget proposal.

Berri OSHC understands the importance of maintaining accurate fee statements and providing clear information to families on fee payment processes. Berri OSHC is funded by the Australian Government to provide family assistance to families through, the Child Care Subsidy system (CCS) and is approved to provide up to 60 places to children. This may be capped for sessions to ensure staffing ratios are maintained.

Berri OSHC is committed to:

- ensuring that families are provided with information and advice about fee levels and the Child Care Subsidy System (CCSS) application process, affordable fees, a fee payment process, regular and accurate fee payment statements and information about financial support
- maintaining a process where a family's difficulties in maintaining their fee payments can be addressed in order to prevent any negative impact on the care provided to their child
- having sufficient fee income to ensure the Berri Primary School Governing Council, through the OSHC Advisory Committee, can maintain a quality viable service
- ensuring fee payments are up to date and accurate collection records are maintained
- ensuring all records held will be done so in ascordance with regulations.
- providing all families the opportunity to enrol their children. We aim for our fees structure to be fair and we accommodate payment plans for families requiring greater flexibility.

Roles and Responsibilities

Approved provider - **Berri Primary School Governing Council**
• fees will be reviewed on a regular basis by the Berri Primary School Governing Council when establishing the budget parameters • fees are charges on a per day/session basis per child • ensure that obligations under the Education and Care Services National Law and National Regulations are met • set fees for children to enroll at the service and ensure policies and procedures are in place relating to the fee schedule and payment options • take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Payment of service fees and provision of a statement of fees charged by the service policy and procedures

- ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection
- notify families at least 14 days before changing the policy or procedures if the changes will:
    - affect the fees charged or the way they are collected or
    - significantly impact the service's education and care of children or
    - significantly impact the family's ability to utilise the service.

Nominated Supervisor/Director

- families are invoiced weekly (Wednesdays)
- process EFT Direct Debit weekly (Thursdays)
- Berri Primary School Governing Council is informed of industry changes to fee requirements ensure that regulatory obligations are met in relation to payment of fees
- implement procedures for the payment of service fees
- communicate with families at enrolment about fees, including:
    - the amounts charged
    - payment periods and methods
    - how the Child Care Subsidy will be applied
    - how they can access copies of statements/receipts
    - financial hardship considerations and payment plans
- ensure families receive receipts for fees paid
- ongoing communication with families about their account
- monitor the application of the Child Care Subsidy or other government subsidy.

Educators

- be familiar with the Payment of service fees and provision of a statement of fees charged by the service policy and procedures
- support families to approach the person whose role it is to collect fees with any fee-related questions

Families

- provide a completed Direct Debit Agreement upon Enrolment
- promptly discuss with the Director any difficulties they have with the payment of their fees
- ensure they understand the service's fee requirements and expectations at enrolment and any ongoing changes
- meet the fee requirements
- raise any fee-related questions with the person responsible for fee collection at the service

Procedure - Setting of Fees & Providing Accounts

The OSHC Advisory Committee will recommend a proposed fee structure to meet the budget for the next year. The OSHC Advisory Committee's recommendation will be presented to the Governing Council for approval.

The fee structure will be reviewed each year in line with budgetary requirements. Parents will be given as much notice as possible of fee increases (minimum 2 weeks). Fees will be issued weekly in arrears.

Berri OSHC Fees are as per the following table: as of 14th December 2026

Session	Session Time	Fee
Before School Care	**7:00am – 8:30am**	**$20.73****
After School Care	**3:15pm – 6:00pm**	**$33.43****
After School Care - Thursday Early Close	**2:30pm – 6:00pm**	**$35.76****

Pupil Free Day	**7:00am – 6:00pm**	**$86.65**
Vacation Care	**7:00am – 6:00pm**	**$86.65 ***

*Additional Activity fees added to invoice.

** Berri OSHC accepts children from the local community. Any transport service used to travel to or from Berri OSHC to another school must be organized and paid for by the family.

Procedure - Late Collection Fees

Collection of children between 6:00-6:15pm will incur a $15.00 late pick up fee per child. After 6.15pm every additional fifteen-minute interval or part thereof will incur a $20.00 late pick up fee per family. If late fees are incurred on three occasions within a term, the family's ongoing OSHC enrolment will be reviewed and possibly suspended.

Procedure - Cancellation of Booking

- Full fee will be charged for cancellations made less than 24 hours prior to session start time or for non attendance.
- However, if your child cannot attend due to illness please provide a doctor's certificate and fees will be waived.

Procedure: Payment of Fees

- Account statements are issued weekly for all families.
- Statements are emailed to families via Spike.
- Statements are also viewable at any time upon request.
- Payments are to be made via direct debit using the Fat Zebra/Paystream platform. Please refer to "Fat Zebra Direct Debit Service Agreement"
- It is a requirement that a statement of account is provided to all families for all sessions of care, so please be aware these are emailed to you every Wednesday. If you do not receive your weekly statement please make contact with the director immediately.

It is the parent/guardian's responsibility to ensure that account statements are read and understood.

Procedure: Overdue Fees

1st dishonoured direct debit - Dishonoured direct debit notice emailed to account holder.

2nd dishonoured direct debit - Account holder contacted by OSHC Director to arrange a payment plan. Notified that their child's care will be suspended in one week if a payment plan is not put in place or the balance is not paid in full.

3rd dishonoured direct debit - Formal letter requesting immediate payment of overdue account. Child's care will be suspended and no further bookings allowed until the balance is paid in full.

Where an account holder has had their care suspended on three occasions due to non-payment of fees, they will be required to maintain their account two weeks in advance as a condition of ongoing enrolment and continued access to care.

Following this, debts will be referred to the OSHC Advisory Committee for further action, including debt recovery services.

Bad Debt

If Debt recovery has been unsuccessful the OSHC Advisory will consider a 'Debt Write Off' which must be approved by Governing Council.

If a debt has been written off the Account Holder will be unable to return to the service unless the written off fees are paid in full and all future bookings are paid in advanced.

Legislative Requirements

Section/Regulation	Description
Education & Care Services National Law Act (2010)	
Education & Care Services National Regulations (2011)	
Regulation 111	Administrative space
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
National Quality Standard for Early Childhood Education and Care & School Age Care (2010)	

Reviewed and approved by Berri Primary School Governing Council: November 2026

Reviewed and approved by Berri Primary School Governing Council: 14th September 2026

Reviewed and approved by Berri Primary School Governing Council: 27th September 2024

TO BE REVIEWED: September 2027

Related Documents

Centrelink; www.centrelink.gov.au

Department of Human Services; www.humanservices.gov.au/individuals/subjects/assistance-child- care-fees

Info for families; www.education.gov.au/childCarePackage

My Gov; www.my.gov.au