



(Reviewed October 2023)

Policy Statement:

The Mueller College Outside School Hours Care Service aims to provide a quality Service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality care in keeping with the Service’s Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet the requirements set by Centrelink.

National Quality Standard (NQS)

Quality Area 6: Collaborative partnerships with families and communities
7: Governance and Leadership

6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

173	<p>Prescribed information to be displayed</p> <p>(1) For the purposes of section 172 of the Law, the following information is prescribed in respect of the matters in paragraphs (a) to (e) of that section—</p> <p>(a) in relation to the provider approval—</p> <p>(i) the name of the approved provider;</p> <p>(ii) the provider approval number;</p> <p>(iii) any conditions on the provider approval;</p> <p>(b) in relation to the service approval—</p> <p>(i) the name of the education and care service;</p> <p>(ii) the service approval number;</p> <p>(iii) any conditions on the service approval;</p> <p>(c) the name of each nominated supervisor;</p> <p>(d) in relation to the rating of the service—</p> <p>(i) the current rating levels for each quality area stated in the National Quality Standard; and</p> <p>(ii) the overall rating of the service;</p> <p>(e) in relation to any service waivers or temporary waivers held by the service, the details of the waivers including—</p> <p>(i) the elements of the National Quality Standard and the regulations that have been waived; and</p> <p>(ii) the duration of the waiver; and</p> <p>(iii) whether the waiver is a service waiver or a temporary waiver.</p> <p>(2) For the purposes of section 172(f) of the Law, the following matters and information are prescribed—</p> <p>(a) the hours and days of operation of the education and care service;</p> <p>(b) the name and telephone number of the person at the education and care service to whom complaints may be addressed;</p> <p>(c) in the case of a centre-based service, the name and position of the responsible person in charge of the education and care service at any given time;</p> <p>(d) the name of the educational leader at the service;</p> <p>(e) the contact details of the Regulatory Authority;</p> <p>(f) if applicable—</p> <p>(i) in the case of a centre-based service, a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service; or</p> <p>(ii) in the case of a family day care residence or approved family day care venue, a notice stating that a child who has been diagnosed as at risk of anaphylaxis—</p> <p>(A) is enrolled at the family day care service; and</p> <p>(B) attends the family day care residence or family day care venue;</p> <p>(g) if applicable—</p> <p>(i) in the case of a centre-based service, a notice stating that there has been an occurrence of an infectious disease at the premises; or</p> <p>(ii) in the case of a family day care residence or approved family day care venue, a notice stating that there has been an occurrence of an infectious disease at the family day care residence or family day care venue.</p>
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Education and Care Services National Law

301 (3,f)	Requirements and standards to be complied with for safety, security, cleanliness, comfort, hygiene and repair of premises, outdoor spaces, fencing, gates, resources and equipment used for providing education and care services;
301 (3,g)	Requirements and standards about the premises to be used to provide an education and care service including siting, design, layout, space, security and entitlement to occupy;



Objective:

To ensure that consistent and equitable fee management procedures are followed and communicated to families.

Procedure:

Mueller college OSHC offers both casual and permanent booking arrangements as outlined below:

CASUAL ARRANGEMENTS

ASC & BSC:

- All bookings will be assumed casual unless permanency is requested in writing.
- Bookings can be made via phone, email or Xplor. Bookings via Xplor or email are preferred.
- Cancellation by cut off times above result in removal of charges.
- Weekly and fortnightly repetitive bookings available.
- Casual bookings will be charge at a higher rate as decided by the Management committee. This fee will be available to parents and meet the terms of fee changes and notification to parents as outlined in general fee information.

Casual booking cancellations during term time:

- Cancellation for BSC made by 6:30am the day of attendance will have no charge.
- Cancellations for ASC made by 2:30pm the day of attendance will have no charge.

VAC:

- Bookings made via Vac booking form only.
- All bookings will be assumed casual unless permanency is indicated on the original booking form or requested within the appropriate time frames in writing.
- Casual bookings will be charge at a higher rate as decided by the Management committee. This fee will be available to parents and meet the terms of fee changes and notification to parents as outlined in general fee information.

Casual booking cancellations for vacation care periods:

- Vacation care cancellations must be made MORE than two working days prior to the cancellation in order to receive no charge.
- Cancellations to Vacation care bookings that occur WITHIN the two working days prior will incur a \$15 per child fee. This is NOT claimable through the Child Care Subsidy and will be charged at the full amount.
- Cancellations made on the day of expected attendance to vacation care will be charged at the full daily fee. This WILL be claimed through the Child Care Subsidy if the Absence is confirmed by a parent or carer.
- If a doctor's certificate can be produced for vacation care absences, the booking will be cancelled with no charge.

PERMANENT ARRANGEMENTS

ASC & BSC:

- Parent/ guardian selects BSC and ASC session they want to use each week, specifying sessions and days.



- Parent/guardian complete permanent booking form to move to permanent booking. No permanent booking will be made without the completed form. All bookings assumed casual unless form is submitted.
- Parent/guardian must give 7 days notice to move to a permanent booking arrangement.
- Weekly and fortnightly repetitive bookings available.
- Once made, bookings are for all **school terms in the calendar year**. **VAC bookings remain separate to this agreement.**
- Additional session bookings can be made via phone, email or Xplor. Bookings via Xplor or email are preferred. These will be charged at the **casual** rate. **Cancellation or additional sessions are governed by the cancellation terms of casual bookings.**

Permanent booking cancellations during term time:

- Cancellation of a permanent booking or transfer to a casual booking requires 14 days WRITTEN notice.
- Any non-attendance will be lodged as absent, and fees remain payable in full.
- If a doctor's certificate can be produced session charges will be removed.

VAC:

- Bookings made via Vac booking form only and **parents/guardians must tick the box to request permanent booking rates.**
- Permanent bookings will not be accepted less than 7 days before the VAC period with the exception only of January bookings being accepted no less than 7 days before the Service shut down at the end of December.
- Additional session bookings can be made via phone, email or Xplor. Bookings via Xplor or email are preferred. These will be charged at the **casual** rate. **Cancellation or additional sessions are governed by the cancellation terms of casual bookings.**

Permanent booking cancellations for vacation care periods:

- Once submitted all sessions indicated are payable regardless of attendance. Any non-attendance will be lodged as absent, and fees remain payable in full.
- If a doctor's certificate can be produced session charges will be removed.

General fee information:

- All fees are subject to change, however any change will be proceeded by no less than 14days notice. Fees are reviewed at least every 6 months.
- Current fees are available through the Xplor Service software upon enrolment, on the Government 'Starting Blocks' website and the Mueller College website.
- Fees are to be paid, for all days booked, each week in advance.
- Receipt Statements will be issued detailing each payment and will fulfil all the requirements according to the Commonwealth Department of Education, Employment & Workplace Relations Child Care Service Handbook.
- The preferred method of payment of fees is by direct debit or direct deposit. Card payments are available at the Service in person or over the phone, however may not be available at all opening times due to staff being required to supervise as a priority. Please see parent handbook for more information. Cash payments will NOT be accepted for payment of fees.

- All monies will be banked on behalf of the Service as soon as possible after receipt.
- Vacation care fees are to be paid weekly in advance.
- Details of an individual's account will be confidential and stored appropriately at all times. Each family may access their own records at any time including a balance of fees upon request.
- Statements will be sent weekly on Mondays wherever possible. These will show adjustments for one week in arrears and the predicted fees for the coming week.
- Direct debits will be made fortnightly on Mondays.

Child Care Subsidy

- The OSHC Administration staff will keep parents/ guardians informed of Child Care Subsidy (CCS) by:
 - advising all parents/ guardians in the Parent Handbook, and when the parent/ guardian completes the enrolment process, of the ability to apply for Child Care Subsidy through Family Assistance Office;
 - keeping a stock of relevant information and application forms available for parents/ guardians through the website and parent information links.
- Child attendance records must be accurate and all families will be required to sign students in and out using the ipads at reception. Parents who fail to sign students in or out will not be able to access their Child Care Subsidy As it is a Government requirement that the attendance be confirmed by a parent or carer.
- Full fees will be charged until the Service receives a CCS assessment notice. Credit for fees already paid will be made in accordance with the Commonwealth Department of Education, Employment & Workplace Relations Child Care Service Handbook.
- The service will accept 50% payment for a period of **2 weeks** only when awaiting CCS payments to link to the system. Once 2 weeks have passed, if the Service has not received the CCS, the family will need to pay the bill IN FULL and contact Centrelink directly for their subsidy reimbursement. **The Service will not be responsible for chasing Centrelink subsidies, as this is the responsibility of the parent/guardian.**
- Payment of gap fees is required via direct debit, direct deposit or EFT in accordance with current Government requirements.
- Upon enrolment all families will be asked to complete a Complying Written Arrangement in the enrolment package, unless another CCSS arrangement is agreed upon. This will outline the fees and sessions available at the time of enrolment. Any changes to this will be given in writing to families.
- In addition to enrolment, a CWA will need to be signed through the Xplor app once enrolment is processed and then an additional approval is required directly to Centrelink in your Centrelink profile before we can connect the system to Centrelink for you to receive CCS. It is important that this process be complete no less than 14 days from the Monday, of the week of your child's first attendance. Failure to complete this in this time frame will result in the Service assuming a Relevant Arrangement to which full fees will be payable.
- Failure to provide CRN information before commencement will result in a 'Relevant Arrangement' being created for all bookings up to the date, that the CRN is provided. Once provided the CWA will need to be signed and the process followed allowing CCS to be claimed.
- Applications for CCS are the responsibility of the primary carer nominated. The Service will aim to support families through applying for CCS but are not responsible

for payments made from Centrelink to the Service. Please ensure all request from the Service are actioned as soon as possible to avoid being charged full fees due to pending approvals.

- Parents will be required to re-confirm their child's attendance any time they do not use the Service for a period of 8 weeks. Failure to do this within the first week of their re-attendance may result in loss of subsidy. Further to this, CCS rules state that should the last day of attendance before an 8 week gap be an absence without notice, the parent/guardian will be responsible for full fees on the absent day.
- All CCS records will be kept for the specified period of time and made available to the Commonwealth Department officer upon request.
- For high school students to receive CCS parents will need to submit a letter to Centrelink outlining that the child is under 14 and unable to be left alone. This will also need to prove that you are required to work during the time you are applying for care. Please talk to Centrelink for further information on this.

ACCS

Grandparent payment – This payment allows Grandparents who are custodians of their grandchildren to claim additional fee help. It is the responsibility of the grandparent to make this claim.

Child wellbeing payment – Should the Service believe a child is at risk or has notification of a care arrangement ordered by the state the Service will apply on behalf of the child for the additional Child Care Subsidy payment. This may be where a child is in foster care or under the care of Child Protection for even a short period. In order to apply for this payment beyond the first 6 weeks the Service will require a letter from the State claiming the child is in their care or requires access to care as deemed by a credible third party.

Other Fee Relief

- In extreme circumstances additional fee relief payments may be available through the State government. These will be applied to all families as outlined by the Governing bodies.
- Should it be necessary the Service may instate the use of a desperate relief payment allowing an Educator to pay lower fees for their children so that they can work. This will be employed at the discretion of the Service Director.

Late collection fees

- Closing time of this Service is 6.00pm. Parents/ Guardians who collect their children after this time may incur a late fee. This fee is currently \$1/child/ minute.

Overdue fees

- If there are outstanding fees of over 5 attendances, or where no payment has been made in at least 1 month:
 - in the first instance, the Service administrator will remind the parent/ guardian via email.
 - if no payment has been received after a further 2 weeks, formal written notification will be sent.
 - if no arrangements have been made the parent/ guardian will be contacted by the Administrator or Nominated Supervisor where the terms of payment are

discussed and parents/ guardians are informed that continued enrolment is dependent on the payment of the fees outstanding.

- a debt collection agency may be used if payment of fees has not been received.
- the Nominated Supervisor may, exclude the student temporarily or permanently from further attending the Service if the parents/ guardians have not met the requirements as advised to them by the Service under the previous paragraph.

Changes to direct debit information

- Should a family wish to change their debit information they must do this by submitting a new direct debit request form.
- Should a family wish to cancel their direct debit they may do so at any time by submitting the request in writing to OSHCadmin@mueller.qld.edu.au. Please note it may take up to 5 working days to process this request.
- Should a family not be able to keep up with their debit payments, the Service will work with the family to develop a payment plan allowing them to pay it off in manageable instalments.

Refunds

- Any over payment, due to booking changes or adjustment of the CCS will be placed on the student account for use in After school care, Before school care or Vacation care.
- A refund may be granted at the discretion of the Nominated Supervisor.

REFERENCES:

- Education and Care Services National Law Act 2011, Current as at March 2023
- Education and Care Services National Regulations, Current as at October 2023
- Guide to the National Quality Framework, Revised July 2023
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, May 2022
- <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>, April 2019
- A New Tax System (Family Assistance) (Administration) Act 1999
- Child Care Subsidy Secretary's Rules 2017

See also:

- OSHC Service Parent Handbook
- Mueller OSHC Parent Conduct Policy & Procedure
- Mueller College OSHC Permanent booking form