



Bookings and Fees

Purpose of this Policy

To ensure that School Support Services have clear processes for all requirements relating to the booking procedure and payment of fees.

School Support Services set OSHC fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community. The annual budget is reviewed by the Approved Providers and Operations Manager annually, or as necessary, and monitored carefully throughout the year.

School Support Services uses XPLOR software which is a package specifically designed to process bookings, attendances and provides a statement to show family fees. This package is approved for the Australian Government by the Department of Education, Employment and Workplace Relations.

Walk ins will not be accepted, all children must be booked into the program before 3pm each day via the Xplor APP. Children who present at After School Care with no booking will be sent to the school office and the parent contacted to collect the child.

School Support Services will:

- Support families by providing information as it becomes available. However, families are responsible for liaising with the Family Assistance Office as required. Families are reminded that we are unable to communicate with the FAO in regards to personal details of CCS. This is a confidential matter between individual parties.
- Will process payments through our computer program (Xplor).
- Expect fees to be paid by direct debit on the date as indicated on invoice. If families are having difficulty making payment, they are urged to make arrangements to discuss this with accounts. We will endeavour to support families in making payment arrangements, enabling the outstanding amount be addressed promptly.

Fee Structure:

Fees are charged **per session** per child. As of 01/07/2019

- Before School Care Session - \$19.08
- Before School Care Casual Session - \$24.08
- After School Care Session - \$25.47
- After School Care Casual Session – \$30.47
- End of Term, Early Finish Session – Time Based from \$8.49 per hour
- End of Term Casual Session – Time Based from \$9.74 per hour
- Vacation Care Session – \$63.67
- Vacation Care Casual Session – \$68.67

There will be a fee for **late pick up**. A fee of \$1 per minute per family is payable outside the normal fee structure in cases where children are picked up after 6.30pm. We expect all families to pick their children up no later than 6.30pm. In extreme circumstances if families are going to be later than 6.30pm, please ring 0434 939 529. In cases where families are repeatedly late, they will be asked to make alternate arrangements to ensure the 6.30pm closure time is honoured.

Payment Options:

The method of payment we use fortnightly payments through Ezi Debit, families are required to set up a pay profile once there Xplor Enrolment has been accepted.

We **do not** keep cash on the premises; therefore, do not accept cash payments onsite at the service, Educators will not take cash payments.

Invoices can be viewed on your Xplor account online or via the Mobile APP. Families should expect a direct debit after the first fortnight of care. If families do not receive a direct debit, please contact **0434 939 529** or jordan@schoolsupportservices.com.au this will ensure we can rectify the issue immediately, eliminating an accumulation of fees.

Failure to address an outstanding account within 14 days will result in the following unpaid fees process being implemented:

1. A \$25 overdue fee will be applied.
2. A first warning email will be issued.
3. Follow up phone call
4. Cancellation of care until the fees are up to date or a payment plan has been arranged.
5. In cases where fees are not addressed after repeated attempts of recovery by account management, the account may be handed over to our debt recovery agency as deemed necessary.

All costs and fees associated with debt recovery will be added to outstanding account totals for collection.

We encourage families to contact School Support Services account management on **0434 939 529** in situations where fees are outstanding and families are finding it difficult to make the payment in full, we are happy to assist in proposing a payment plan to recover unpaid fees. In cases where we have implemented a payment plan and it is being honoured, we will waive late payment fees and continue to provide care.

Booking Procedure:

Bookings are to be made by calling the bookings number on 0488 662 783. Please call Monday to Friday between 9am-3pm to make a booking.

Alternatively you can email bookings@schoolsupportservices.com.au

If you require confirmation of a booking, email is the preferred method of booking. When booking via email an auto-response will be generated to confirm that your email has been received. If there are any issues with your booking request, our booking administrator will contact families promptly. Due to the volume of calls we receive you will not receive confirmation (a call back) from a voicemail message. In cases where we do not have a vacancy and a last minute (on the day) booking has been made via voicemail, the person responsible for bookings will make contact to confirm the booking has not been made due to no vacancies being available at the program.

Text messages will not be accepted for cancellations or bookings.

Please ensure that you allow sufficient time to make a booking for your child. **48hours** prior notice is preferred to ensure that we can staff and cater accordingly for the OSHC session. With less than 48hours notice, the casual charge will be applied. Families have up until 3pm on the day of care to request a booking.

Before & After School Care Bookings

A child will be marked **absent** where 48hours notice has not been given for a cancellation. Families are charged for an absence and are still eligible for CCS fee relief if applicable.

In cases where families have made a **casual** booking and wish to cancel the casual booking, cancellations must be made by 12 noon the business day prior in order to avoid a session charge.

Pupil Free Days Bookings

We do not offer pupil free day (Curriculum Days) care at our OSHC services.

Vacation Care Bookings

Bookings made for vacation care after the school holidays have commenced will be charged the casual rate of \$62.75 per session and a \$20 administration fee (charged once per vacation care period) will apply. We strongly encourage bookings to be made before the term break commences.

Cancellations **cannot** be made for vacation care once the school holidays have commenced. Cancelling care after the commencement of the school holidays will result in a child being marked absent.

Definitions:

An **Absence** is when a child is booked into the service but does not attend. A child will be marked absent where 48hours notice has not been given for a cancellation. Up to 42 days absent per annum will be covered by a family's CCB rebate, if you go over the allowable 42 absences, the full fee will be charged in accordance with the CCB guidelines. Families are notified of allowable absences used on the invoice.

A **booking** is where a family has a permanent booking for their child at a service, made at the beginning of the term or at least 48 hours prior to using the service.

A **casual booking** is where a booking is made at short notice. (Less than 48 hours' notice)

A **Cancellation** may be made **48hours** prior to a booking, if 48hours notice is not given, a charge will be incurred on the account. Any cancellations to Vacation Care after the commencement of the school holidays will result in a child being marked absent. Cancellations **cannot** be made for vacation care once the school holidays have commenced. In cases where families have made a casual booking (without 48hours notice) and wish to cancel the casual booking, cancellations must be made by 12pm the business day prior.

CCS

Your CCS will be calculated using three components:

Combined family income

Your family's combined income will calculate the CCS percentage you're entitled to.

Remember, you will need to contact Centrelink when your combined income increases or decreases.

Family income	CCS %
\$66,958	85%
\$66,958 – \$171, 958	Subsidy reduces 1% for every \$3,000 over \$66,958
\$171,958 – \$251,248	50%
\$251,248 – \$341,248	Subsidy reduces 1% for every \$3,000 over \$251,248
\$341,248 – \$351,248	20%
\$351,248+	Nil

These tax brackets will be adjusted as per CPI every financial year.

Level of activity

CCS is linked to how much a family contributes to the Australian economy through activity. This activity level is calculated from the parent with the lowest number of hours of activity.

Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
8 hours to 16 hours	36 hours
16 hours to 48 hours	72 hours
More than 48 hours	100 hours

What counts as activity?

Under the new system, you will only be able to access the Child Care Subsidy if you are doing suitable activity and the amount of activity will then determine how many hours of Childcare Subsidy you are eligible for.

Activity counts as:

- Paid work (including unpaid lunch breaks)
- Commute time from childcare centre to work (excludes time travelling from home to childcare centre and vice versa)
- Authorised leave (eg maternity leave, long service leave, annual leave etc)
- Unpaid leave of up to 6 months
- Unpaid work in a family business
- Setting up a new business
- Study
- Training and study (includes semester breaks)
- Work experience/internships (whether paid or not)
- Volunteering
- Looking for work (eg internet research, contacting employers, preparing resumes/letters of application, preparing for and attending job interviews, travel time for interviews)
- Families earning less than \$186,958 = no cap
- Families earning \$186,958 to \$351,248 = \$10,190 cap
- Families earning over \$351,248 are not eligible for CCS

Note: the government will be holding back 5% of CCS paid to families until reconciliation at the end of every financial year. This balance will be paid back to families in their tax return if they are eligible.

Educator to Child ratio is the number of educators with ACECQA approved qualifications required to educate and care for children. The educator to child ratio in OSHC is 1:15 (1 Educator required for every 15 children)

FAO is an abbreviation for Family Assistance Office.