



FEES AND CANCELLATION POLICY

POLICY STATEMENT

Kilkenny Out of School Hours Care (OSHC) aims to provide a quality, caring and professional service to families at an affordable price. Families that utilise the OSHC service must fully understand fee payment procedures and requirements and pay their fees on time. Details of an individual account will be confidential and stored appropriately. Families may access these records upon request.

PURPOSE

The purpose of this policy is to provide a clear understanding to families of the Kilkenny OSHC fee structure, payment requirements and Child Care Subsidy prior to enrolment and during enrolment. This policy explains the process of fee payment, the importance of ensuring fees are paid on time and consequences for late payment.

SCOPE

This policy applies to children, families, staff, educators, management, the approved provider (Kilkenny Governing Council Inc), nominated supervisor, students, volunteers and visitors of the service.

IMPLEMENTATION

Kilkenny OSHC, under the National Law and as a 'business' entity, is required to obtain fees relevant for the services provided to families. These fees must consider the operational needs of the service, legislative requirements, requirements under the Children Services Award and other areas that relate to the individual needs of the service. Many factors link into service policies and procedures, however at all times, the service must remain viable within its operations.

PROCEDURES FOR SETTING FEES & CANCELLATIONS

The Kilkenny Primary School Governing Council Inc determines the service fees and cancellation policy required. The Director, in consultation with the school business manager and OSHC Advisory Committee recommends a suggested fee structure, policies and procedures as part of their service budget, which may include reviewing policies for Governing Council to ratify. The fees charged will be reviewed as required and a minimum of 3 weeks' notice will be given to families regarding any changes to the current fee and cancellation structure. Where the service makes a profit at the end of the year, any additional funds are required to be allocated to benefit the service.



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FEE STRUCTURE

• Before School Care	\$21.75 <i>(includes breakfast)</i>
• After School Care	\$29.40 <i>(includes afternoon tea)</i>
• Early Dismissal	\$32.50 <i>(includes afternoon tea)</i>
• Vacation Care IN Day and afternoon tea)	\$65.30 <i>(includes breakfast</i>
• Vacation Care INCURSION/Excursion Day <i>(includes breakfast and afternoon tea)</i>	\$70.70
• Pupil Free Day <i>(includes breakfast and afternoon tea)</i>	\$65.30

Bookings for these sessions are made on Fullybooked unless indicated otherwise within our Access to Service Policy. Policies and procedures are applied upon booking.

Fees are charged in full and for the entirety of the session.

CANCELLATIONS

The cancellation policy applies to all permanent and casual bookings.

If your family no longer needs a booking, it is your responsibility to cancel it in line with this policy.

All cancellations must be made through the CCMS system as outlined below.

FEE INCREASES

A 4.2% fee increase will be applied in Semester 2 of this year, in accordance with the service's WRP grant allowances and funding conditions. Any future fee increases will be considered and approved by the Governing Council, in consultation with relevant stakeholders where required. Fee adjustments will be reviewed carefully to ensure they reflect the current financial climate, operational requirements, affordability for families, and the ongoing sustainability of the service. The service will ensure that all fee increases remain compliant with WRP grant conditions and that no decisions result in a breach of the grant requirements or exceed the approved parameters of the funding agreement.





BEFORE SCHOOL CARE & AFTER SCHOOL CARE

To avoid being charged, families must cancel by 9:00am on the Friday before the fortnight of care.

If you do not cancel by this time, you will be charged for the booked sessions in that fortnight.

Example:

If your child is booked in for a Monday, you must cancel by 9:00am on the Friday 10 days before that booking.

If a family cancels the same permanent booking for **two weeks in a row** and there is a waitlist, we will contact the family. We will let you know that if a **third session is cancelled**, you may lose your permanent booking.

If this happens, you will need to **reapply for care**, and this may mean going onto a waitlist. Notification will be sent to the account holder's email.

If a family cancels **three sessions within one fortnight**, we will contact you to discuss whether ongoing care is still needed. Continued cancellations may result in future bookings being cancelled by the service.

PUPIL FREE DAYS / VACATION CARE

Bookings and cancellations can be made until 5:00pm on the booking closing date. This date will be shared with families when bookings open.

Cancellations made after the closing date will be charged the full fee. If you are eligible for CCS, you will still need to pay the gap fee, even if your child is unwell.

Cancellations can be for any reason, including illness, but fees will still apply.

Families are entitled to 42 absence days per child each financial year under CCS.

After the 42 absence days have been used, a medical certificate is required to receive CCS on any additional absence days. Without a medical certificate, the full fee will be charged.

The Director may waive cancellation fees in special circumstances or emergencies.





MEDICAL CERTIFICATES

While we understand that children become unwell, our service makes arrangements well in advance to staff, resource and program learning activities based on booking numbers. Any children that are unwell, or absent due to medical appointments are required to notify the service in accordance with the policy, otherwise full fees will be charged. Families eligible for CCS are entitled for 42 absent days per year. For families not eligible for CCS, the service may request a sick certificate and it will be at the director's discretion if these fees are waived.

LATE COLLECTION FEES

Closing Time

Kilkenny Primary School OSHC closes at **6:00pm** each day.

Late Pick-Up Fees

If your child is collected after 6:00pm, the following fees apply:

- **\$20 per child** for collection between **6:01pm – 6:05pm**
- **\$2 per minute, per child** after 6:05pm
- Late fees are **not covered by CCS**

If families Are Running Late

- Families must call the service **before 6:00pm** to let us know you are running late and your expected arrival time.
- If we have not heard from you by 6:00pm, staff will contact you to confirm someone is on the way.

Repeated Late Pick-Ups

- Families will receive **two formal reminders within a 3-month period**.
- Reminders and late fees will be added to the account holder's service account.
- After the second reminder, an email will also be sent.

If there is a **third late pick-up**, care may be cancelled. The Director, together with the Advisory Committee, will arrange a meeting with the family to discuss next steps.





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PAYMENT OF FEES

- All families must enter their **Direct Debit details** into our Childcare Management System (CCMS) when enrolling.
Our service is **Direct Debit only**. Bookings cannot be made or changed without Direct Debit details entered.
- Statements are generated **weekly (the week after care has been provided)** and can be viewed in the **Fully Booked** system.
- Fees are **direct debited weekly on Fridays** for the previous week of care, plus any outstanding amounts. Funds are usually taken from your account within 24 hours.
- All fees, including any extra charges, must be paid within **7 days of the statement being issued**.
- Receipts are available on your family statement.
- The **Child Care Subsidy (CCS)** is paid directly to the service and shown as a fee reduction on your statement.
- If you pay more than the required amount, the extra money will be **credited to your account** (no cash change will be given).

Direct Debit:

- Families must make sure there are enough funds in their bank account for the fortnightly Direct Debit.
- If a payment fails due to insufficient funds, **Ezidebit will charge a \$9.90 dishonour fee**

Ezidebit fee Type	Ezidebit Fee Amount (inc. GST)	Who is responsible?
Customer Set up fee (once only)	\$2.20	Family
Bank Account	\$0.80	KPS OSHC will absorb this fee
Credit Card Transaction Fee	VISA/Mastercard 1.85%; AMEX 2.2%	KPS OSHC will absorb this fee
Failed Payment Fee	\$9.90	Family (This fee is charged directly from Ezidebit)

DIFFICULTY WITH PAYMENT OF FEES

- If families are experiencing financial hardship, they must speak with the OSHC Director to arrange a payment plan.
The agreement will be written down, signed, and kept on file.
Payment plans must cover the weekly fees plus an extra amount to repay any outstanding debt.
- Child Care Subsidy (CCS) is available to families who meet the eligibility criteria.
Families should contact the Family Assistance Office (Centrelink) to check their eligibility.
- CCS reduces your fees as determined by the Government.
Families are entitled to **42 absence days per child each financial year**.
Families are still required to pay the **gap fee**.





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- CCS cannot be applied unless families have
 - Completed the enrolment process,
 - Applied for CCS (this can take up to 14 weeks), and
 - Ensured their details match Centrelink records (account holder name, date of birth, and child's details).
- CCS can only be claimed when children are **signed in and out correctly** by a parent or guardian.

DEBT COLLECTION PROCESSES

Overdue Fees

If fees become overdue, the Director will follow the service's debt management process.

If families are having trouble paying fees, they should speak with the Director as soon as possible to arrange a payment plan. Support options are available, and all information shared will be kept private and confidential.

DEBT MANAGEMENT FOR NON-PAYMENT OF OSHC FEES

All families and account holders utilising Kilkenny OSHC service must contribute to the cost of care by paying their fees in full and on time.

DEBT MANAGEMENT PROCEDURES

Step 1 – 1st Reminder

- Families who have outstanding fees for greater than 14 days from their statement, will receive a notification via the account holders email requesting payment.

Step 2 – 2nd Reminder/Final Reminder

- Further non-payment of fees owed will result in a notification to the account holder via their email and attempted phone call or message advising that attendance at OSHC is ceased and a relevant debt collector might be engaged until all outstanding fees are paid.

Outstanding accounts may incur a 15% late fee for debt collection processes from the 2nd reminder at the discretion of the Director for administration purposes.

Account holders will receive additional costs on their accounts for debt collection processes occurring after the second reminder and will be liable for all fees associated to the debt collection.





- Accounts outstanding at the end of term may result in cancellation of Vacation Care bookings.
- Accounts outstanding at the beginning of term may result in cancellation of Before and After School Care Bookings.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of debt and ongoing payment of fees, OSHC care will cease and families will be advised of this action via email and therefore must arrange alternative care for their children.

Re-booking of the account holders' children will be subject to availability and relevant arrangements as set by the Nominated Supervisor or alternatively, care cannot be provided. This may include:

- Payment in advance
- A non-refundable bond
- Full fees being paid in advance
- Payment upon drop off / or pick up.

Child Care Subsidy (CCS)

Child Care Subsidy is available to eligible families in accordance with Government legislation.

Eligibility is determined by:

- Family income
- The Activity Test
- Immunisation requirements

Recognised activities under the Activity Test include paid employment, self-employment, study, training, job seeking and volunteering. Travel time may be included.

In two-parent families, both parents must meet the Activity Test. Approved hours are based on the parent with the lower activity level.

Low-income families and families with preschool-aged children may access minimum subsidised hours in line with Government guidelines.





Additional Child Care Subsidy (ACCS) may be available for:

- Children at risk
- Grandparent carers
- Temporary financial hardship
- Transition to work

Families must apply for CCS or ACCS via their myGov account and confirm enrolment details once submitted by the service.

CCS is paid directly to the service and applied as a fee reduction.

Until CCS is approved and confirmed, full fees are payable.

CCS Conditions & Limitations

Full fees will apply in the following circumstances:

- Prior to a child's first physical attendance
- After a child's final physical attendance
- Where a child has not attended for 14 consecutive weeks
- Where absences exceed 42 allowable absence days per financial year without supporting documentation
- Where income confirmation is not completed at the end of the financial year
- Where sign in/out requirements are not met
- Where Centrelink is recovering other debts

If CCS is withdrawn, any outstanding balance becomes payable by the family.





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CONTINUOUS IMPROVEMENT

This policy will be reviewed annually or earlier if required due to:

- Legislative changes
- Incidents or complaints
- Feedback from stakeholders

Feedback from children, families and staff will be considered during reviews.

REVIEW DETAILS

POLICY REVIEWED BY	Graziella Panazzolo	OSHC DIRECTOR	
POLICY REVIEWED	January 2026	NEXT REVIEW DATE	January 2027
MODIFICATIONS	• Fees were updated & information re fee increases amended to reflect WRP grant		
PREVIOUS MODIFICATIONS			

