6.3 FEE COLLECTION POLICY

Payment Options include:
- Credit card
- Australia Post Money Order
- Cheque

Procedure
- All payments are processed by Kelly Club staff, the coordinator may not be able accept payments during session.
- Program usage starts and ends with each term
- The billing cycles run at 2 week cycles and at the end of each term.
- All families will receive a statement of usage sent through the post or email.
- Families have 6 working days to make an approved payment.
- Credit Card payments are processed every fortnight.
- This allows families five days to query the account and to ensure there are sufficient funds in the account.
- We do not accept cash at the program. As the OSHC program runs outside school hours, it is inappropriate and unsafe for the coordinator to be handling cash.
- If payment is not made child/ren may be excluded from the program until payment is made in full.

6.5 DEFINITION OF CASUAL & PERMANENT BOOKINGS POLICY

- **Permanent Bookings**: Children who are attending the program regularly on the same days are encouraged to make a permanent booking. These bookings will automatically carry over to each new week until the booking is changed. Changes are to be made in writing.

- **Casual Bookings**: Children who do not attend the program on set days can book into the program on a casual basis. Casual bookings can be made up to closing time before the day of care (Friday for Monday care). This is to ensure the appropriate staffing ratios are met. Emergency places may be available on the day but a position in the program cannot be guaranteed at this late stage.

Cancellations, changes or additions to bookings can be made between the program hours or by leaving a message at the school office. Families requiring emergency or casual care due to unexpected circumstances should contact the OSHC program or leave a message at the school office.

**Before School Care cancellations** are required by 7:00am the day before care is required or full fees will apply, unless a doctor’s certificate is provided.

**After School Care cancellations** are required by 3:30pm the day before care, unless a doctor’s certificate is provided.

**Vacation Care cancellations** will be charged full fees unless a doctor’s certificate is provided.
Permanent Cancellations must be presented to OSHC in writing or full fees will apply until written notification is received.

- Notification of the cancellation needs to be authorised by the parent or guardian either in writing or verbally, not by the child.
- All cancellations for Vacation Care must be accompanied by a medical certificate or full fees will apply.

**ON THE DAY BOOKINGS OR CANCELLATIONS**

- Emergency places may be available on the day but a position in the program cannot be guaranteed at this late stage.

- **Bookings:** Parents must call the Office on 93842204 or email kellyclubsjb@kellysports.com.au. Families must be registered users of the program before making a booking.

- **Cancellations:** All cancellations should be made directly to the Office to enable extra bookings to be made by other families if necessary.

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### 6.6 FEE FOR LATE PICK UP POLICY

**Policy Statement**

A late fee will be charged for children remaining in care after the advertised closing time.

**Procedures**

- The OSHC Program will charge $2 for every 1 mins.
- Payment of this fee will be included in the invoice

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### 6.8 CHILDUCARE BENEFIT POLICY

**Approved Programs**

- These programs attract CCB in the form of a fee discount. Parents have the option of claiming CCB as a lump sum at the end of the financial year or receiving a discount on their fees as they use care. All families are entitled to this discount regardless of income. Please note: Non-residents and children under 7 years who have not complied with immunisation requirements are not eligible for CCB.

- Fee discount – Once the parents have provided the appropriate information to the FAO, OSHC will receive notification outlining parents discount percentage and eligible hours. Fees will be adjusted when this notification has been received.

- For further information parents can contact the Family Assistance Office (FAO) on 13 61 50.
- For further information Coordinators can contact the Family Assistance Office (FAO) service hotline on 1800 050 021. This number should not be provided to families.

Revised March 2012