

FEES Our OSHC is a not-for-profit service. Therefore, it is important that families support the OSHC by keeping up-to-date with fees. We ask all families to pay via our automated direct debit system. The preferred Fees Payment Policy is for fees to be paid in advance.

- All service fees are paid by automatic direct debit from a nominated bank account or credit card, according to the direct debit form you complete on enrolment. New enrolments will not be accepted without a completed and signed direct debit form
- The payment period will be defined by the payment frequency selected by the family on the direct debit form (e.g. fortnightly or monthly); Payments will be required at that interval from the start date nominated on the direct debit form Routine (permanent) Bookings are when a child attends on regular booked days. Fees will be charged one week in advance and the corresponding payment amount debited from the nominated payment method. Casual bookings are when a child attends on an irregular basis. This depends upon availability of vacancies for any one session. Casual bookings are not available for kindergarten age children, due to the necessity for additional educators, to be sourced at short notice. Fees will be charged retrospectively based on attendance and the corresponding payment amount debited from the nominated payment method. Authorisation by the Early Learning & Care Accountant to operate outside this procedure is required. This authorisation will be reviewed at the end of each quarter, or the end of each school term.
- Overdue payments will be manually processed on a future date as agreed by the Nominated Supervisor. This future date must not exceed the next automatic payment date.
- An account becomes overdue if it is not paid according to the terms agreed to on the automatic direct debit form. Catholic Education Office in Rockhampton is available to support you with fee enquiries (0749948000).

CANCELLATIONS Cancellation of a routine (permanent) booking, including Vacation Care, will require two weeks' notice. All associated fees for the two-week period will be paid before leaving the service. Cancellation of a casual booking will require 48 hours' notice. Where this notice is not received, the service reserves the right to record this attendance as an absence and require payment of associated fees. Exemptions to the above: bookings or cancellations may be approved in exceptional circumstances at the discretion of the Nominated Supervisor of the service, through written application. Should the service need to cancel an enrolment, the Coordinator/Nominated Supervisor will follow the Cancellation of an Enrolment requirements as per the Fee Procedure. 14
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FINANCIAL ASSISTANCE If experiencing financial hardship, Payment Plans are available. Please discuss any concerns with the Coordinator/Nominated Supervisor. The following information may support families who require additional assistance with fees:

- Grandparent Child Care Benefit – families where the grandparent is the primary carer
- Special Child Care Benefit – families experiencing hardship
- Work, Training, Study Test for Child Care Benefit

Before School Care: \$19.00 per child per session (Routine)
\$20.00 per child per session (Casual)

After School Care: \$24.00 per child per session (Routine)
\$25.00 per child per session (Casual)

Vacation Care: \$54.00 per child per session (Routine)
\$55.00 per child per session (Casual)

Late Fee \$17 for every 15 mins or part thereof per family