

Epping North Outside School Hours Care Program



**Newsletter
Term 4 2019**

Date 2/12/2019

Welcome

This is an end of term newsletter to inform you of some important information. As the end of the year is fast approaching, we will be in 2020 before we know it.

I would like to thank everyone who participated in our parent survey we are very humbled by the positive responses we have received. As a result of the parent survey completed a couple of years ago we have seen a change in the program that we provide for children at Before and After School Care with many more activities added! A lot of credit goes to our amazing educators. The parent survey is a great tool for us to learn where we can perform better and areas we can improve on. We are going to be sending out surveys on an annual basis. Your feedback is what makes us a better centre to help us grow.

Fees Increase

We have increased our prices for the upcoming Summer Vacation Care and before and after school care starting in 2020. The cost will be increasing by \$5 per day for Vacation Care and \$1 for before school care and \$2 for after school care. The reasoning behind the fee increase is the increased cost of incursions, excursions and food costs have gone up with inflation. The centre has worn the price increases in the last few years but is unable to continue doing so hence the price increase. Our last price increase for Before and After School sessions was in 2015 and Vacation care was 2017. We thank you for your understanding.

Before and After School fees:

Please see the new attendance fees per child.

Permanent Morning Session: \$11
Permanent Afternoon Session: \$21

Casual Morning Session: \$ 14
Casual Afternoon Session: \$24

We understand that the cost of our fee's going up, may impact families financially. If anyone is going through hardship, please come and see Kareena or Jake. Please see attached policy on fees for more information. I will place the policy at the end of the newsletter.

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Child Care Subsidy: (CCS)

If you are a family who only use Vacation Care, please make sure you have your parent code and password ready to sign in on arrival and when collecting your child in the afternoon. Also, after 8 weeks of not using the Centre, Centrelink will cease your account. When you book into next vacation care and are claiming CCS you will need to re confirm with My Gov, therefore, to receive the subsidy.

Parents Facebook Page:

The Facebook group is run by mainly Kareena and Jake through an admin profile under the pseudonym 'Blake Turner'. There will strictly be no photos of children added to the group and all communication about bookings/incidents and more private matters should still be made in private or email communication – not on the Facebook group. If anyone has any concerns please see our Kareena or Jake. The Facebook group is to be kept professional. If you do not want to be added to the page it is not compulsory it is at your own discretion



2020 Re-Enrolments –

Your enrolment will say "To Be Confirmed" (TBC) with the days you have booked in. In about Week 9 your TBC days will be confirmed and you will be sent an email.

2020 Welcome BBQ –

Our annual Welcome BBQ will be held Wednesday 12th February from 4-6pm at the OOSH Building. It's a great time to spend time getting to know new parents, we put some food on for the children and parents. More information to be posted early next year.

From everyone at Epping North OSHCP educators and the Committee members we would like to wish everyone a MERRY CHRISTMAS AND A HAPPY NEW YEAR!!! A SAFE AND HAPPY HOLIDAY! We are excited for what 2020 will bring us!!

A-6 Fees

NQS

- QA. 6.1.3 Families are supported
- QA. 6.2.2 Access and participation
- QA. 7.1.2 Management systems

National Regulations

- Reg. 168 Education and care service must have policies and procedures
- Reg. 171 Policies and procedures to be kept available
- Reg. 172 Notification of change to policies or procedures
- Reg. 181 Confidentiality of records kept by approved provider

Policy Statement

We aim to provide a quality service which is affordable to all in the community. Fee levels will be set by Management each year on completion of an annual budget and according to the Centre's required income.

Related Policies

- ENOSHCP Policy A-1: Hours of Operation
- ENOSHCP Policy A-4: Enrolment
- ENOSHCP Policy A-8: Dropping off and Picking Up
- ENOSHCP Policy A-11: Maintenance of Records
- ENOSHCP Policy A-15: Role of Management Committee
- ENOSHCP Policy A-17: Privacy and Confidentiality

Procedure

Setting Fees

Fees are to be set on an annual basis by Management, based on the annual budget and ensuring that the required income will be received to run the service efficiently and allow for future needs.

Fees will be reviewed annually at a minimum based on attendance and the Centre's ability to meet the running costs. Parents will be given at least 14 days' notice of any changes in the fees as per Regulation 172.

An annual 'Membership Fee' as set by Management is charged per family, whether the child is permanent or casual. The service cannot be used without the payment of this fee (see A4 Enrolment Policy). Enrolment will not be accepted unless the membership fee has been paid.

A 'Late Pickup Fee' as set by Management, and visible in the fee schedule, will be charged when any parent or authorised person collects their children after the Centre's closing time (see A-8 Dropping Off and Picking Up Policy).

A 'Non-notification Fee' as set by Management, and visible in the fee schedule, is chargeable if:

- The Centre is not notified of absence before the end of a permanent or casual booking for a morning session (the session fee will still be charged), or
- the Centre is not notified of absence before the commencement of a permanent or casual booking for an afternoon session (the session fee will still be charged), or
- attendance at a session without a booking being made.

Fee Payment

Once a fortnight, parents will receive the previous fortnights' invoice/statement of usage details via email. It is expected that this invoice is paid within seven days of receiving the statement. Parents may also pay in advance if desired.

The following methods of payment are accepted by the Centre:

- Direct debit (EziDebit) is the preferred means of payment.
- Direct Deposit/Internet transfer

Direct Debit (EziDebit) is the preferred means of payment. Families can sign up to EziDebit via the Centre's webserver, accessible from www.eppingnorthoshc.com.au, under the 'parents menu', 'EziDebit' tab.

The Centre's Internet banking payment details can be found on parent statements, in the parent handbook and on the Centre website.

Families are required to include their name and parent code in the account description field of any internet banking payments to ensure automatic allocation of the payment. Payments made with no parent code will be processed into a holding account until the owner of the funds can be found. Epping North OSHC is a cashless Centre and therefore will be unable to accept cash or cheque payments.

A dated electronic receipt will be provided for each payment. All records will be kept confidential and stored appropriately.

All fees are payable for permanent bookings, regardless of attendance at the session. This includes times when the child is absent due to illness or other circumstances and exclusion from the Centre due to non-immunisation in the event of a vaccine-preventable outbreak. Child Care Subsidy (CCS) is paid for absent days – up to 42 days of allowable absences per financial year. All statements are inclusive of CCS discounts if the child is a 'confirmed enrolment' for CCS purposes, and is entitled to any discounts. Families will not be charged when the Centre is closed on Industrial Action Days and Public Holidays. Fees for before and after school care will not be payable during vacation care time frames.

To cancel a permanent booking, the changes must be logged online by 9.00am Friday the week prior to the change. If a booking, once cancelled, is then required within two weeks, all fees that would otherwise have been paid in the intervening period must be paid in full prior to the new booking being accepted. If no notice is given, the normal weekly fees are to be paid.

Parents may access particulars of their fees at any time via the Centre webserver. If a Parent's enquiry regarding fees is particularly sensitive or complex, then an appointment should be scheduled with the Nominated Supervisor at an arranged time to ensure that proper supervision of the children attending the Centre is not compromised during these discussions.

Overdue Fees

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Nominated Supervisor or Becklyn P/L, who handle collection of outstanding fees on behalf of the Management

Committee. Becklyn P/L will work with the Committee and will discuss and make suitable arrangements for payments as well as informing families of other avenues for financial support if required.

If no previous arrangements have been made regarding overdue fees the following procedure will apply:

- Invoice/Statements for the previous fortnight's usage will be forwarded to all families via their nominated email address on a fortnightly basis. The Centre will not take responsibility for email addresses incorrectly advised, parent email addresses can be changed via the Centre Webserver.
- After receipt of invoice/statements, families are expected to pay the outstanding amount promptly. Any discrepancies or irregularities in their accounts should be brought to the Centre's attention. Parents also have the option of paying in advance should they wish to do so.
- The Centre will pursue outstanding debts through normal commercial and legal means.
- If payment has not been received by the following week, families are contacted via email with a reminder of outstanding fees. If there is no response to this email within a week, a phone call to the family is made. In consultation with the Management Committee and Nominated Supervisor, failure to pay the balance in full by the date requested may result in the child's booking being cancelled.
- Any cancelled booking will only be reinstated once payment is received in full.
- Should a situation occur in which a booking is cancelled more than twice due to nonpayment of fees, the family's enrolment at the Centre may be terminated. The enrolment may only be reinstated when full payment is received, membership is paid and all documents registering the family with a direct debit payment system are completed.

If children are left at the Centre whilst a booking or enrolment is cancelled, the child/ren will be classified as abandoned and the relevant Authorities advised.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Department of Human Services – 'Assistance with Child Care Fees'

Endorsed: 17/12/2018 Review Date: 17/12/2020