

OUT OF SCHOOL HOURS CARE (OSHC)



FINANCIAL INFORMATION FOR FAMILIES 2024

Nazareth Catholic College is committed to supporting families through the provision of quality out of school care for primary students. The Nazareth Out of School Hours Care (OSHC) is operated by the Nazareth Catholic College as a part of a wide range of services offered to our community.

Fee income and timely payment of fees are essential for the service to provide the best care and facilities for your child/children. Our fees are set to cover the costs of providing a high standard of OSHC.

This Q&A outlines what you need to know about Nazareth's 2024 OSHC service and fees.

Where is the OSHC located?

The OSHC operates from the Jubilee Room (adjacent to the car park) at the Findon Campus (Reception - Year 6), 176 Crittenden Road, Findon.

When does the OSHC operate?

Before School Care: 7.00am - 8.30am

After School Care: 3.10pm - 6.00pm

Other Care Options:

Pupil Free Days: 7.00am - 6.00pm

Vacation Care: 7.00am - 6.00pm

What is offered?

The OSHC program offers activities, games, sports, crafts, supported study time and snacks for the students. During Vacation Care, the students also have access to excursions and incursions throughout the vacation period.

How do I enrol my child/children?

To access a place for your child in the OSHC service, parents/caregivers are asked to complete an online enrolment form which is available on our website www.nazareth.org.au/student-life/out-of-school-hours-care/.

Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines.

Please note that bookings are essential for both OSHC and Vacation Care. Parents/caregivers need to make bookings for OSHC and Vacation Care for their child/children via the *My Family Lounge portal* from their browser - or phone by downloading the *My Family Lounge app*.

What are the OSHC fees? (effective from 29 January 2024)

The fees below may be reduced for families who are eligible for the Child Care Subsidy and the reduction will be shown on the fortnightly statement.

Before School Care **Per Day**

7:00-8:30am (full session)	\$17
8:00-8:30am (half session)	\$11

After School Care **Per Day**

3:10-6:00pm (full session)	\$27
3:10-4.30pm (half session)	\$16

Vacation Care/Pupil Free Days **7.00am - 6.00pm**

Non-Excursion days	\$62
Excursion/Inursion days	\$80

- Parents/caregivers will receive an email and a quote when the OSHC Service is offering a place to their child in Vacation Care. To confirm/secure the placement, payment must be made at the Finance Office located at Kidman Park prior to the commencement of the Vacation Care.
- Vacation Care bookings close seven working days prior to the commencement of the Vacation Care period.
- Changes to bookings will not be accepted for Vacation Care days unless a doctor's medical certificate for the child is provided.

Cancellation Fees – Before School Care / After School Care

Notification of cancellation of Before School Care must be made by 3pm of the previous day or the full session charge will apply.

Notification of cancellation of After School Care must be made by 9am on the day of care or the full session charge will apply.

Cancellation Fees - Vacation Care

Any cancellations that occur after the specific date given in the Vacation Care booking form will incur a full fee of \$62.00 (for normal Vacation Care days) or \$80.00 (for Excursion/Inursion days), except where a medical certificate is provided.

Late Pickup Fee

A late pickup fee of \$10 per student applies for every 5 minutes after 6:00pm.

The Child Care Subsidy

Please provide OSHC your Centrelink Reference Number (CRN) and your child/children's Centrelink Reference Number and date of birth (please note the parent/caregiver is required to sign and return a confirmation of child care agreement form (i.e. complying written arrangement CWA form).

The 'Child Care Subsidy' is paid direct to the OSHC to reduce the out-of-pocket cost for families.

Further child care information for families regarding responsibilities and government assistance may be found at <https://www.education.gov.au/child-care-package/child-care-subsidy/child-care-fees>.

Changes to gap fee payments

To help protect CCS against fraud and non-compliance, from 1 July 2023 the Australian Government legislation has directed that families using child care must pay the gap fee using electronic means. This means we will no longer be able to accept cash payments for child care gap fees. The gap fees is the difference between the provider's fee and the Child Care Subsidy (CCS) amount. To find out more about gap fees and the CCS please visit <https://www.education.gov.au/child-care-package/child-care-subsidy/child-care-fees>.



What if I don't claim CCS and pay full fees?

These new changes will not affect you. If you have entered into a Relevant Arrangement* with the OSHC/Vacation Care service, you can continue to pay your full fees in cash at the Finance Office located at Kidman Park.

*A 'relevant arrangement' refers to an arrangement between a provider and individual, for the care of a child, other than a CWS (Complying Written Agreement). A relevant arrangement enrolment might be used where the family is not eligible for CCS or does not wish to claim CCS.

When will I be billed?

Fees are applied to your account daily and a statement is issued via email on a fortnightly basis showing fee information regarding your child/children's attendance.

When are fees due to be paid?

Accounts are payable in full by the due date which is shown on the account (and are based on a 7 day account).

Is a Sibling Discount available?

There is no sibling discount available.

What options are available to pay the OSHC fees?

Our preferred method of account payment is via regular direct debit.

Direct debits may be made from a credit/debit card or a bank account using Debitsuccess Pty Ltd ABN 32 095 551 581 (User ID 184534), a leading provider of payment services in Australia. **Payments may be scheduled weekly or fortnightly.** The direct debit payment will be for the due amount.

Debitsuccess direct debit forms are available at OSHC or the Finance Office located at Kidman Park. If you need to change your personal or bank details, please complete a new Debitsuccess form. Forms must be received by the Finance Office by the Thursday prior to your next Debitsuccess transaction.

In the case of a declined payment, Debitsuccess will charge a \$14.95 dishonour fee in addition to any financial institution charges and collection fees. The full declined amount must be paid prior to the date of the next payment.

Alternative payment options are accepted at the Finance Office located at Kidman Park:

- EFTPOS (*cash withdrawals from EFTPOS are not available*)
- Credit Card (*Visa / MasterCard – available by phone or in person at the Finance Office*)
- Smart phone App - Qkr! operated by Mastercard (*'How to Guide' is available on the Nazareth website or contact the Finance Office for assistance.*)
- Cash (at the Finance Office - only for families who do not claim CCS).

Please contact the Finance Office located at Kidman Park on **8406 5032** for assistance in setting up your preferred payment method.

Do you offer split accounts?

The OSHC service does not offer split fee accounts to families.

What if our financial situation makes payment of fees difficult or if our financial situation changes?

If you are unable to pay your fees by the due date, it is important that you contact the Finance Office on 8406 5032 to make alternative arrangements for payment.



What if I fail to pay the OSHC fees on time?

Nazareth will take all reasonable action to collect overdue amounts. If satisfactory arrangements are not made for the payment of overdue accounts, a debt collection agency will be engaged and if necessary, further legal action will be taken.

The OSHC Director reserves the right to terminate or suspend an OSHC enrolment if fees are not paid within the negotiated time.

What if my child/children leave the service?

Please notify the OSHC Director if your child/children no longer require the OSHC service. All fees for the period your child/children used the service must be paid in full at the time of ceasing OSHC.

Where can I access any relevant forms?

All relevant forms are available for download from our website www.nazareth.org.au/student-life/out-of-school-hours-care/.

Who do I contact if I have a question?

For questions regarding the OSHC service, booking cancellations or Vacation Care, please contact:

OSHC Office: 8406 5219

OSHC Director: Mrs Preety Christian

OSHC Mobile: 0439 896 557

OSHC Email: oshc@nazareth.org.au

For questions regarding payment of fees or charges, please contact:

Finance Office

344 Findon Road, Kidman Park 5025

8:30am – 4:00pm (Monday - Friday during the term)

T: 8406 5032

E: finance@nazareth.org.au

Finance Officers:

Mrs Viv Wakefield

Mrs Irene Pardini

Postal Address

PO Box 28, Findon 5023



Nazareth