

OUT OF SCHOOL HOURS CARE (OSHC)



Release date : 12 December 2024

FINANCIAL INFORMATION FOR FAMILIES 2025

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 2025 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 Xplor Home app.

What are the OSHC fees? (effective from 28 January 2025)

The fees below may be reduced for families who are eligible for the Child Care Subsidy and the subsidy amount will be shown on your Xplor Home app statement.

Before School Care **Per Day**

7:00am-8:30am (full session) \$19

8:00am-8:30am (half session) \$12

After School Care **Per Day**

3:10pm-6:00pm (full session) \$29

3:10pm-4:30pm (half session) \$18

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

Non-Excursion days \$63

Excursion/Inursion days \$83

- Vacation Care bookings are made through the Xplor Home app.
- Vacation Care fees will not be payable until the week after your child has attended.
- Vacation Care bookings close five 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 working 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 \$63.00 (for normal Vacation Care days) or \$83.00 (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 (for OSHC/Vacation Care)

Please provide OSHC your Centrelink Reference Number (CRN) and also your child/children's Centrelink Reference Number and date of birth. Please note you are required to agree to the complying written agreement (CWA) on the Xplor Home app to receive the 'Child Care Subsidy' (CCS).

The CCS is paid direct to the OSHC to reduce the out-of-pocket cost for families.

Further Government child care OSHC information for families regarding responsibilities and 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 fee is the difference between the provider's fee and the 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?

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.

*A 'relevant arrangement' refers to an arrangement between a provider and individual, for the care of a child, other than a CWA (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 weekly and there is one combined account for OSHC and Vacation Care.

Booking and attendances for both OSHC and Vacation Care may be viewed through your Xplor Home app, and a statement will no longer be emailed to you. Please view the app regularly for attendances and your outstanding balance.

When are fees due to be paid?

OSHC and Vacation Care fees are based on a 7 day account and are payable the week after your child has attended.

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 for OSHC and Vacation Care.

Debit Success may be setup on the Xplor Home app. Changes to your personal or bank details may also be changed on the app. Please contact OSHC or Finance for further information.

In the case of a declined payment, Debitsuccess will charge a \$19.95 (including GST) dishonour fee in addition to any financial institution charges and collection fees.

Alternative payment options are accepted at the Finance Office:

- 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.*)
- Xplor Home app ('pay now' tab)
- Cash (at the Finance Office - only for families who do not claim CCS).

Please contact the Finance Office 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.



Overdue Fees

Where families are not up to date with their fees, no additional bookings to a child's/children's OSHC or VAC Care will be provided until the outstanding balance is cleared.

After verbal reminders, the OSHC Director will issue a Friendly Fee Reminder letter to any family who is late paying their fees. If families are having difficulty making fee payments they should immediately speak with the OSHC Director or Finance to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

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 the debt and ongoing payment of fees, the OSHC Director may immediately suspend or terminate the child's/children's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, the OSHC Director may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action may be added to the debt owed.

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

