

Payment and Collection of Fees

Fees Schedule

Fees for After School Care and Vacation Care are charged per session and are reviewed on a regular basis to ensure the sustainability of the program. All attempts are made to maintain affordability of sessions; however, an increase of fees may occur at any time based on program assessment and needs. Additional charges may apply during Vacation Care for excursions or other program-related activities. Families will be given a minimum of 14 days' notice prior to any changes to the fee schedule or the method of fee collection.

A non-refundable, one-time fee of \$75.00 will be charged at the time of enrolment.

After School Care (ACS)

Daily Session Fee: \$33.00 per day. Child Care Subsidy (CCS) if eligible will reduce the daily cost pending on your percentage.

Open: 3pm - 6pm. Please book prior to 12pm daily (forecasted booking).

Food: Afternoon tea will be provided including a fruit and veggie platter (included in Daily Fee)

Vacation Care (VC)

Daily Session Fee: \$75.00 per day. CCS if eligible will reduce the daily cost pending on your percentage.

Open: 7am - 6pm.

Food: Bring your own morning and afternoon tea and lunch every day, unless brochure specifies a meal provided on that day by Out of School Hours Care (OOSH).

During Vacation Care, you will be able to refer to the flyer for any additional daily fees for attendance, e.g. excursion fees.

Cancellation of a Casual or Permanent Booking

If your child is unable to attend a booked session, families must notify the service in writing by sending an SMS with the date of cancellation. This ensures the booking is updated and the child is marked absent correctly.

Casual Bookings - Please text the OOSH Mobile by 8am the day prior to the booked session.

Permanent bookings - Please text the OOSH Mobile by 8am, two weeks prior to the booked session.

If your permanent booking falls on a Public Holiday, the daily gap fee for payment will apply.

Pupil Free Days

All permanent bookings, including those that fall on a pupil free day, are charged unless families give provide two weeks' notice of cancellation. On pupil free days, the service may extend opening hours to support families. Extended hours will only operate when there is enough demand to cover the service operating costs.

When extended hours are offered (7am to 6pm), the full day session is charged at the current daily rate for Vacation Care. If families are eligible for CCS, it will be applied, and the remaining gap fee will be charged.

If your regular After Care School Care booking falls on a pupil free day, your child can still attend the After School Care session (3pm – 6pm). Families are responsible for arranging transport to the service.

Please note: Schools may designate the first Monday of Terms 1, 2, and 3 as pupil-free days. For OOSH, these days are treated as Vacation Care days and must be booked by families as a Vacation Care session.

Fees General

Payment of Fees

Families who apply for and are eligible for CCS are required to pay the fee not covered by the subsidy. This is commonly referred to as the 'gap' fee. Please note until CCS claims are processed and accepted, full payment will be required.

Payments are collected weekly in arrears via direct debit through our secure payment gateway, redPAY, which integrates with our OOSH program software, Harmon. An additional redPAY processing fee applies. Please note that cash payments are not accepted

Families will be charged on a weekly basis and are supplied with an Intereach Invoice for the amount being directed from their account.

If an account becomes overdue, the Finance Team will contact the family by phone and follow up with written communication.

The process for nonpayment is as follows:

- If a direct debit fails on the first attempt, it will be automatically reset in Harmony. If multiple failures occur, the Finance Team will contact the parent by phone or leave a message, followed by an email advising when the payment will be reset.
- If payments continue to decline for two weeks, the parent will be advised that if the next payment fails, a oneoff manual payment must be made by the specified due date to bring the account to zero. Families will also be informed that continued payment failures may result in care ceasing until a successful direct debit is processed.
- If payment failures continue beyond two weeks, care may be suspended until a successful direct debit payment is made. Care positions will not be held during this time.
- A payment plan may be arranged where financial hardship is demonstrated, following consultation with the Finance Team or Program Manager.

Refer to [OOSH Payment and Collection of Fees Procedure](#) on Intereach website for more details.