

# Bilgola P&C Association - OOSH & Camp Bilgola

## 2026 Fee Policy

FEES	PERMANENT RATE	CASUAL RATE
Before School Care	\$16.70	\$20.80
After School Care	\$25	\$29
	STANDARD RATE	LATE/NO BOOKING RATE
Vacation Care	\$90	\$100
	ANNUALLY	PER OCCURANCE
Account Set-Up		\$50 (one off fee)
Administration fee	\$20	
Manual payment fee		\$5
Dishonored payment <i>to change)</i>		\$19.95 (charged by Debit Success and subject to change)
<b>Absent without notification search fee</b> (charged when the centre is not notified of absences) \$5 per child		
<b>Non sign out fee</b> (charged when the centre is required to sign out on behalf of the account holder) \$5 per child		
<b>Late fee</b> (after 6:15pm) \$20 / first 5 minutes \$10 each subsequent 5 min		
<b>Walk in fee</b> (charged when your child attends with no booking) \$10 per child		
<b>Manual booking fee</b> (charged for bookings not made via the app) \$10 per booking		

### Method of Payment

- Fees can only be paid via Debit Success.
- Account holders are charged a dishonour fee of \$19.95 for every dishonoured payment. This fee will not be reimbursed by Bilgola OOSH.
- It is the account holder's responsibility to ensure stored payment details are valid.
- You will be charged a "Manual Payment Fee" for each payment made to our bank account.

### When Fees are Due

- Fees must be paid weekly.
- Statements are not emailed; it is the account holders' responsibility to access their statements via their Xplor Home account.
- If your account falls into arrears, you will be charged an administration fee after 2 weeks.
- If fees remain in arrears after 2 weeks a further \$20 administration fee applies.
- If your fees remain in arrears after a period of 4 weeks and no payment plan has been organised your account will be handed over to a debt collection agency. Please note that if this occurs you will be liable for the costs involved. At this point your child's position will be cancelled. Your addition to the waitlist, once all fees are paid in full, is at the discretion of the P&C Executive team.

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### Payment Plans

- If you are having difficulty paying your fees, please let us know. We can discuss alternative arrangements such as family assistance or a payment plan to assist you.

### Centrelink and Family Assistance Office

- It is the responsibility of the account holder to ensure you provide Centrelink/Family Assistance Office with correct and current information so that you qualify for reduced fees (if applicable). The contact number is 13 61 50. Please also be aware that our system is automatically updated by Centrelink. Therefore, if you qualify for reduced fees, the fees owing are subject to change at any time in accordance with the relevant government departments.
- It is the parent's responsibility to ensure they enter correct CRN details on the enrolment form, failure to do so will result in full fees being charged.
- It is the parent's responsibility to accept the offer of enrolment through their MyGov account, failure to do so will result in full fees being charged.
- Full fees will be charged until Child Care Subsidy is granted by Centrelink/Family Assistance Office

### Withdrawal from Care

- Parents must give the Centre a minimum of two weeks written notice to cancel a permanent booking
- During the two-week notice period if a child does not attend the centre, they will be charged full fees as Child Care Subsidy is not applied to absences during this period. This is a government requirement

### Days Absent

- **Permanent Bookings** - Fees are payable when your child is absent from care including sick days, family holidays etc unless two weeks written notice is given
- **Casual Bookings** - Fees are payable unless 24 hours written notice is given
- You are responsible for informing the centre in writing if your child will be absent from a booked session of care. If we are required to call you to confirm an absence you will be charged a \$5 administration fee.

### No Confirmed booking (Walk in/Manual booking fee)

- Should your child attend the Centre with no confirmed booking you will be charged a \$10 administration fee known as a "walk in fee"
- Should you request us to book your child in manually (i.e. you choose not to use your Xplor Home account you will be charged a \$10 "manual booking fee" per child/day to do
- so.

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### **Late fee**

- The Centre opens at 7:00am. Children are not permitted to attend prior to 7am.
- The Centre closes at 6:15pm. A late fee of \$20 for the first 5 minutes or part thereof per child applies when children are picked up after 6:15pm. A further \$10 per child will be charged for each subsequent 5 minutes or part thereof.