FEES - OSHC

Quality Area 7 | Version 1.3

Purpose

This policy provides a clear set of guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Lucas Primary School Outside of School Hours Care, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Lucas Primary School Outside of School Hours Care.

Policy Statement

Values

Lucas Primary School Outside of School Hours Care is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program government funding and fees to be paid by parents/guardians

Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge and, parents/guardians attending Lucas Primary School Outside of School Hours Care.

Responsibilities	**Approved provider and persons with management or control**	**Nominated supervisor and persons in day-to-day charge**	**Early childhood teacher, educators and all other staff**	**Parents/ guardians**	**Contractor, volunteers and students**
R indicates legislation requirement, and should not be deleted					
Ensuring that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service *(Regulation 168)*, and take reasonable steps to ensure those policies and	**R**	√			

procedures are followed *(Regulation 170)*					
Reviewing the current budget to determine fee income requirements	**R**	√			
Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability	**R**	√			
Communicating with families at enrolment about fees, including: • the amounts charged • payment periods and methods • how the Child Care Subsidy or other government subsidy will be applied • notice periods • how they can access copies of statements/receipts • financial hardship considerations and payment plans	**R**	√			
Communicating with families what the daily fee covers	√	√			
Implementing and reviewing this policy in consultation with parents/guardians, the nominated supervisor and staff, and in line with the requirements of the Commonwealth Governments Child Care Subsidy and Additional Child Care Subsidy *(refer to Sources)*	**R**	√			
Reviewing the effectiveness of the procedures for late payment and support offered	**R**	√			
Considering options for payment when affordability is an issue for families	**R**	√			
Clearly communicating this policy and payment options to families in a culturally sensitive way, and where possible in the family's first language	**R**	√			

Ensuring that the *Fees Policy* is readily accessible at the service *(Regulation 171)*	**R**	√			
Taking reasonable steps to ensure that nominated supervisors, ECT/educators, staff and volunteers follow this policy and procedure *(Regulation 170)*	**R**	√	√		√
Providing all parents/guardians with fee information *(refer to Attachment 1)*	**R**	√			
Providing all parents/guardians with a statement of fees and charges upon enrolment of their child/ren	**R**	√			
Providing all parents/guardians with a Complying Written Arrangement *(refer to Definitions and Attachment 2)*. All arrangements must be recorded, either on paper or electronically, and must be kept by the provider	**R**	√			
Ensuring that once the approved provider enters into a Complying Written Arrangement *(refer to Definitions)* with a family, they must submit an enrolment notice within seven days of the end of the week in which the arrangement started	**R**	√			
Informing families that children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy *(refer to Definitions)*	**R**	√			
Informing families if they are receiving Child Care Subsidy *(refer to Definitions)*, they must update Centrelink on any changes to their income, activity and other circumstances via their Centrelink online account	**R**	√			
Ensuring fees are collected and receipted	**R**	√			
Collecting all relevant information and maintaining relevant documentation regarding those	**R**	√		√	

with entitlement to concessions, where applicable					
Complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees	**R**	√			
Notifying parents/guardians a minimum of 14 days before any proposed changes that will affect the fees charged or the way in which fees are collected. *(Regulation 172(2))*	**R**	√			
Addressing any complaints or concerns that have been raised regarding fees at the service in a timely manner	**R**	√			
Reading the Lucas Primary School Outside of School Hours Care Fee information for families *(refer to Attachment 1)*, and complying with the Complying Written Arrangement *(*refer *to Definitions and Attachments 2)*				√	
Notifying the approved provider if they are experiencing difficulties with the payment of fees				√	

Background and Legislation

Background

Regulation 168(2) (n) of Education and Care Services National Regulations 2011 requires that Early Childhood Education and Care services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable fees at the time of enrolment.

Australian families receive help with the cost of child care through the Child Care Subsidy (CCS). The Victorian Government Department of Education (DE) and Services Australia, administers the Child Care Subsidy (CCS). Providers must be approved by the department to receive CCS.

DE is responsible for the legislation that underpins CCS. This legislation is called Family Assistance Law (FAL). All providers that receive CCS must follow the rules under FAL. DE monitors providers' compliance with FAL.

The Australian Government subsidises the cost of child care. State and territory governments are responsible for the health, safety, wellbeing and educational outcomes of children.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child
Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised.

CCS is paid directly to approved providers and passed on to families as a fee reduction.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development; and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

- Additional Child Care Subsidy (child wellbeing)—to help children who are at risk of serious abuse or neglect.
- Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work.

The Inclusion Support Program is designed to assist early childhood education and care services to include children with additional needs by providing support, in the form of practical and tailored advice and strategies on effective inclusive practice, from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

The Community Child Care Fund is designed to help eligible child care providers address barriers to child care participation, particularly in disadvantaged communities, including Indigenous communities.

Legislation and Standards

Relevant legislation and standards include but are not limited to:

- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- A New Tax System (Family Assistance and Related Measures) Act 2000
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Care Subsidy Minister's Rules 2017
- Child Care Subsidy Secretary's Rules 2017
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- National Quality Standard, including Quality Area 7: Governance and Leadership

The most current amendments to listed legislation can be found at:
Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au

Definitions

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

Centrelink: The agency that delivers payments and services to individuals and families on behalf of the Australian Government.

Child Care Safety Net: Targeted assistance to vulnerable and at-risk children and their families, as well as supporting child care services in disadvantaged communities to address barriers in accessing child care.

The Child Care Safety Net has three components:

- Additional Child Care Subsidy
- Community Child Care Fund
- Inclusion Support Program

Child Care Subsidy (CCS): A Commonwealth Government means tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are paid directly to approved child care providers.

Complying Written Arrangement: A written arrangement between a child care provider and an individual to provide child care in return for fees. The arrangement includes certain required information:

- the names and contact details of the provider and the individual(s)
- the date the arrangement starts
- the name and date of birth of the child (or children)
- if care will be provided on a routine basis and if so
    - details about the days on which sessions of care will usually occur
    - the usual start and end times for these sessions of care
    - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
    - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.

Additional information can be included to support the individual's understanding of their payment obligations

Excursion/service event charge: An additional charge required to meet the cost of special events or excursions that occur in response to emerging children's program needs. Events that are planned ahead and are included as an expenditure item in the service's budget do not incur this additional charge *(refer to Excursions and Service Events Policy)*.

Fees: A charge for a place within a program at the service.

Enrolment fee deposit: A charge to secure a place that has been offered in a program at the Lucas Primary School Outside of School Hours Care

Late collection fee: A charge that may be imposed by the approved provider when parents/guardians are late to collect their child/children from the program *(refer to Attachment 1)*

Sources and Related Policies

Sources

- Department of Education: Child Care Subsidy (CCS): www.education.gov.au/early-childhood/child-care-subsidy
- The Child Care Provider Handbook: www.education.gov.au/early-childhood/resources/child-care-provider-handbook

Related Policies

- Compliments and Complaints
- Delivery and Collection of Children
- Enrolment and Orientation
- Excursions and Service Events
- Inclusion and Equity
- Privacy and Confidentiality

Evaluation

In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk *(Regulation 172 (2))*

Attachments

- Attachment 1: Fee information for families
- Attachment 2: EXAMPLE Complying Written Arrangement
- Attachment 3: Overdue Fee Payment Procedure

Authorisation

This policy was adopted by the approved provider of Lucas Primary School Outside of School Hours Care on 19.10.2026

REVIEW DATE: 19.10.2027

Attachment 1. Fee Information for Families

Lucas LEAP (Lucas Primary School Outside School Hours Care)

1. General information

Lucas Primary School Outside of School Hours Care abides by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017 (refer to Legislation and standards).* The Child Care Subsidy helps by assisting families with their child care fees and provides greater assistance to low and middle-income families. The Child Care Safety Net provides families and services extra support if they are vulnerable and disadvantaged or located in a regional or remote community.

Hours of operation	• Before School Care: 6:30am – 8:45am • After School Care: 3:30pm – 6:30pm • Early Finish Care: 1:30pm - 6:30pm (start times may vary in line with school finishing times) • Vacation Care/Student Free Days: 7:00am – 6:00pm
Fees (before CCS or ACCS are applied) **EFFECTIVE - 01.01.2027**	• Before School Care: $28.00 • After School Care: $31.00 • Early Finish Care: $57.00 • Vacation Care/Student Free Days: $78.00 • Vacation Care/Student Free Days (Incursion): $93 • Vacation Care/Student Free Days (Excursion): $98
Planned Closures	19/12/2026 - 10/01/2027 (Christmas/New Year Break) 26/01/2027 (Australia Day Public Holiday) 08/03/2027 (Labour Day Public Holiday) 26/03/2027 (Good Friday) 29/03/2027 (Easter Monday) 14/06/2027 (Kings Birthday) 24/09/2027 (Friday Before AFL Grand Final) 02/11/2027 (Melbourne Cup)

2. How fees are set

As part of the budget development process, Lucas Primary School Outside of School Hours Care sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of Child Care Subsidy: www.education.gov.au

Once fees are set for the year, they will only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses.

3. Other charges

Other charges levied by Lucas Primary School Outside of School Hours Care include:

- **Late collection fee**: Lucas Primary School Outside of School Hours Care reserves the right to implement a late collection charge when parents/guardians are frequently late in

collecting a child from the service. This charge has been set at a level determined by Lucas Primary School Outside of School Hours Care as $15 when collection is 10 minutes late and then $1 per minute thereafter.

4. Payment of fees

Lucas Primary School Outside of School Hours Care will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.
Fees will be invoiced on a weekly basis. Invoices will show any childcare subsidy payments made by the Commonwealth Government and the remaining gap fee is to be paid by parents/carers within 7 days of the date of the invoice. Families are expected to pay the gap fee shown on the invoice each week and not allow fees to fall more than 2 weeks into arrears.
Fees will be invoiced to parents/guardians directly and must be paid in accordance with this policy. Payments will be reflected on the Primary Carers Xplor account.
Parents/guardians experiencing difficulty in paying fees are requested to contact the Program Administrator to arrange a suitable alternative payment plan. The *Privacy and Confidentiality Policy* of the service will be complied with at all times in relation to a family's financial/personal circumstances.
For payment instructions, please contact the Program Administrator/Nominated Supervisor.

5. Cancellation of booking

Families are asked to provide a minimum of 48 hours notice (from the session start time) for the cancellation of a booking. Fees will apply for bookings cancelled within 48 hours of the session start time, unless cancellation of booking is due to illness and a medical certificate is provided.
All cancellations must be submitted via Xplor, any cancellations received via text or email will not be accepted. Cancellations for recurring bookings may be submitted via email.

6. Unpaid fees

See Attachment 3 - Overdue fee payment procedure
If fees are not paid by the due date, the following steps will be taken:

- An initial reminder letter will be sent to parents/guardians with a specified payment date and will include information on a range of support options available for the family.
- Where payment is still not received, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.
- Failure to attend the meeting and continued non-payment may result in a second and final letter notifying parents/guardians that the child's place at the service may be withdrawn unless payment is made or a payment plan is entered into within a specified period of time. This letter will also include information on a range of support options available for the family.
- Lucas Primary School Outside of School Hours Care will continue to offer support and will reserve the right to employ the services of a debt collector.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.
- No further enrolments of children from the parents/guardians will be accepted until all outstanding fees have been paid.

7. Refund of fees

Fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the Approved Provider).There will be no refund of fees in the following circumstances:

- a child's short-term illness (unless a medical certificate is provided)

- closure of the service due to extreme and unavoidable circumstances, in this situation it will be determined on a case by case basis and communicated to parents.
- Non-attendance of bookings due to a planned absence eg: family holiday / specialist appointment/ extracurricular activities without giving 48 hours' notice.

8. Support services

Families experiencing financial hardship often require access to family support services. Information on these services may be available from Nominated Supervisor or alternatively families may contact the local council.

9. Notification of fee changes during the year

Fees set for the year would only be reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point. Parents/guardians will be notified one term in advance of any required fee increase and will be offered the option to request a payment plan.

Attachment 2. EXAMPLE Complying Written Arrangement.

Lucas Primary School Outside of School Hours Care
Please complete this form and return to Lucas Primary School Outside of School Hours Care by

Parent Name			
Parent CRN			
Address			
Mobile		Email	

Child's Name:			Start Date		
Date of Birth			Child CRN		
Care Arrangements Type:					
Routine Sessions Only ☐			Casual Sessions Only ☐		
Times	Monday	Tuesday	Wednesday	Thursday	Friday
Please include the Start & Finish Times for all booked days					
Week 1					
Week 2 (if Different)					

- I/we acknowledge that the childcare service is funded by fees paid by parents/guardians. The service cannot operate without the fees paid by parents/guardians.
- I/we agree to pay fees each Thursday one week in arrears
- I/we acknowledge having received and read the attached summary of Lucas Primary School Outside of School Hours Care fees policy, which sets out the procedure for fee payment
- I/we understand that fees are non-refundable.
- I/we agree that if our activity and financial circumstances change, we will immediately notify Centrelink to ensure our Child Care Subsidy entitlements are up to date
- I/we acknowledge that if fees are not paid by the due date, Lucas Primary School Outside of School Hours Care will implement the late payment of fees procedures, as outlined in the Fee Information for Families, which could result in the withdrawal of my/our child's place at the service and no further enrolments until the outstanding fees are paid.
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Nominated Supervisor to discuss alternative payment options.
- I/we acknowledge that I/we have received and read the service's Fee information for families, which outlines the procedure for payment of fees.
- I/we Agree to pay fees while the child is absent. Examples include annual leave, public holidays, illness, closure due to unforeseen circumstances etc (if suitable notice has not been provided).
- I/we agree to collect my child/ren from Lucas Primary School Outside of School Hours Care prior to closing time.
- I/we agree to give advance written notice of when my child/children will be leaving Lucas Primary School Outside of School Hours Care.

Signature (parent/guardian): Date:

Note: invoices, receipts and collection of fees will be in accordance with the Lucas Primary School Outside of School Hours Care *Fees Policy*

Attachment 3. Overdue Fee Payment Procedure

Lucas Primary School Outside of School Hours Care is committed to providing quality education and care to all children at an affordable fee for families. Our OSHC Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. Working in conjunction with the Fees Policy, this procedure explains the process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

OVERVIEW	
1	Fees are charged for each session of Before School, After School, Early Finish and Vacation Care
2	Families may be eligible for the Child Care Subsidy (CCS). The amount of CCS a family can get depends on their circumstances.
3	CCS is paid directly to approved providers and passed on to families as a fee reduction.
4	Families are required to pay the difference between the fee charged and the subsidy amount- the 'gap' amount/fee
5	Fees are to be paid weekly on a Thursday, one week in arrears.
6	Direct debit is the preferred payment method for all fees. If families wish to pay fees on a fortnightly or alternate basis, they must contact the Program Administrator.
7	Families are to advise the Program Administrator at the earliest opportunity if they are experiencing financial difficulties, paying childcare fees
8	A payment plan may be entered into for families experiencing financial difficulties
9	If a family fails to pay the required fees on time, a reminder letter will be issued after two weeks and then again, after three weeks if the fees are still outstanding

FIRST REMINDER- 2 WEEKS OVERDUE		
1	Families will be contacted via email to advise that their payment is 2 weeks overdue and payment is due immediately	
2	Families will be reminded of fee payment agreement and fee policy guidelines	
3	A copy of the fee policy and statement of account will be attached to the email sent to families	
4	At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration, and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.	
5	The Nominated Supervisor will provide information to families regarding additional childcare subsidy claim for financial hardship, if applicable	

6	See Non-Payment of Fees letter – 1st reminder	

SECOND WARNING- 3 WEEKS OVERDUE		
1	Families will be contacted via email and also phone call to advise their payment is 3 weeks overdue and payment is due immediately	
2	Families will be advised their child's placement is at risk of cancellation	
3	Families will be reminded of fee payment agreement and fee policy guidelines	
4	A copy of the fee policy and statement of account will be attached to the email sent to families	
5	At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.	
6	See Non-Payment of Fees letter – 2nd warning	
7	Children will not be able to pick up additional or extra days whilst fees are outstanding, or a payment plan is not in place.	

PAYMENT PLAN		
1	Families can request a payment plan at any time by meeting with the Program Administrator/ Nominated Supervisor	
2	At any time of the debt recovery process the family will be encouraged to enter a payment plan with the service to repay outstanding fees	
3	A written contract will be provided for the family to sign outlining payment plan details	
4	The payment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the payment plan is not adhered to	
5	The payment plan is to consider regular fee payments and clear the outstanding amount within a set period of time	
6	Each payment plan will be individualised for each family by the Program Administrator/Nominated Supervisor	
7	A copy of the payment plan will be placed in the child's enrolment file and provided to the family.	
8	See Payment plan letter	

TERMINATION OF ENROLMENT FOLLOWING NON-PAYMENT OF FEES		
1	A child's position will be cancelled if payment has not been made after three weeks, for which the family will receive a final letter terminating the child's position at the service	
2	The family will be contacted to arrange a meeting regarding non-payment of fees and to discuss cancellation of enrolment. The child will be unable to return to the service until the account is paid in full or a payment plan is entered into. Documentation of this meeting is to be completed with the account statement and/or payment plan attached. An email will be sent to families as notification of the meeting.	
3	If the family does not attend the meeting, a phone call will be made to the family advising the child's enrollment is cancelled due to non-payment of fees. An email will be sent to the family confirming in writing that the child/children's position has been terminated due to non-payment of fees	
4	The Service will initiate its debt collection process, following privacy and conditional requirements	
5	Any fees associated with debit recovery will be passed onto families	
6	Families will be offered a payment plan to arrange payment of outstanding fees over a nominated period of time	
7	See Termination of Enrolment letter	

EXAMPLE - Non-Payment of Fees Letter – 1st Reminder

Date [insert date]

RE: Non-Payment of Fees - 1st Reminder

Dear: [insert parents/guardians name]

Just a friendly reminder your fees are currently outstanding. As per the Lucas LEAP Fees Policy, all accounts are to be paid one week in arrears.

It is a condition of enrolment that fees are payable in full within 2 weeks of the invoice date.

Currently the BALANCE OUTSTANDING as of [date]: $amount

We note the last payment received was on the [date] for $amount

Your weekly fees are $amount

Should you wish to discuss the account or put a payment plan in place, please do not hesitate to contact the Program Administrator to organise a time to meet with you to discuss payment options.

Yours sincerely

Director
Director Name
Lucas Primary School Outside of School Hours Care

EXAMPLE - Non Payment of Fees Letter – 2nd Warning

URGENT ACTION REQUIRED

Date: [insert date]

RE: Non Payment of Fees – 2nd Warning

Dear [insert parents/guardians name]

This letter is to request immediate payment for the outstanding amount of your account. As per the Lucas LEAP Fees Policy, all accounts are to be paid one week in arrears.

Currently the BALANCE OUTSTANDING as of [date]: $amount

We note the last payment received was on the [date] for $amount

It is a condition of enrolment that fees are payable within 2 weeks of the invoice date.

To avoid further action, please forward your payment directly to the service, for the full amount of the debt, within 7 days from the date of this letter or enter into a payment plan.

If payment is received within 7 days, no further action will be taken. However, if payment is not received, our instructions are to refer the matter to our 3rd Party debt collection agency and your child's position at the service may be jeopardised.

Should you wish to discuss the account or put a payment plan in place, please do not hesitate to contact the Program Administrator to organise a time to meet with you to discuss payment options.

Yours sincerely

Director
Director Name
Lucas Primary School Outside of School Hours Care

EXAMPLE - Payment Plan Letter

Date: [insert date]

RE: Payment Plan

Dear: [insert parents/guardians name]

Your account is currently in excess of 2 weeks in arrears. This is a clear breach of the Lucas LEAP Fees Policy. Your child's position at our service is at risk of being cancelled. We would like to assist you to bring your account back up to date by providing a payment plan to help you.

Currently the BALANCE OUTSTANDING as of [date] is $amount

Weekly fees	$amount
Payment Plan Term	
Agreed amount	$amount
Frequency	

From [date] onwards, an amount of $amount will be due for [term of plan] each [frequency] to bring your account up to date.

I agree to the above conditions as stated in this payment plan. I understand that if I fail to make nominated payments as agreed to, my child's enrollment will be cancelled.			
Parent/ Caregiver Name		Date	
Signature			

Director Name		Date	
Signature			

EXAMPLE - Termination of Enrolment Letter

Date: [insert date]

RE: Termination of Enrolment

Dear: [insert parents/guardians name]

We wish to advise that effective [insert date], Out of School Hours Care provided to [insert child's full name] at Lucas LEAP will be cancelled. The reason for your child's termination of enrolment is due to

[Insert reasons]

The following letters have been sent

[letter/date]

Your child's last day will be [insert child's last day].

Your final fee payment will be [$ insert final outstanding amount] which will need to be finalised by [insert date].

Should your account be paid in full or a payment plan entered into, your child is welcome to rejoin the Lucas LEAP program.

Yours sincerely

Director
Director Name
Lucas Primary School Outside of School Hours Care