

## Fees

### 1. Overview

#### 1.1. Purpose

Under the Australian Government guidelines, affordable, quality education and care services should be provided to families and eligible children. The fee policy outlines the costs, terms and conditions of attending the Service.

#### 1.2. Scope

A service fee will apply to all children attending the Service. This policy applies to the families or guardians of children attending the Service.

#### 1.3. Legislative Requirements

Under the *Education and Care Services National Regulations*, Junior Adventures Group (JAG) is required to have policies and procedures in place to ensure the health, safety and wellbeing of the children in care.

### 2. Policy Statement

JAG is committed to providing learning, development, health and safety practices that keep children and staff from harm. Our skilled team members utilise our processes and practices to ensure that we deliver a high-quality educational program. We rely on the Board and leadership from the Chief Executive and senior leaders to support this.

### 3. Principles

#### 3.1. Commencement of Service

All families will be advised of the fee structure that applies to the child/ren they are planning to enrol in the Service. They will also be advised of what services are included in this fee and where to access information about the Child Care Subsidy (CCS). Upon commencing at the Service, families will have agreed to these terms.

#### 3.2. Fees, Charges and Conditions

Fees are payable in accordance with the Key Service Information Sheet. The Key Service Information Sheet outlines specific fees, charges and conditions relevant to payment for the service provided.

Any fees not paid in accordance with the Key Service Information Sheet are considered in arrears. Overdue fees may result in the suspension of the account. Additional fees or charges may be applied. JAG is dedicated to ensuring that all JAG People understand our obligations to deliver a quality program and meet the National Quality Framework requirements as a minimum.

Fees will not be charged when services are closed over the Christmas break (for approximately two weeks).

### 3.3. CCS

CCS is available to eligible parents based on family income, as assessed by the Family Assistance Office. To qualify, parents must apply directly to the Department of Human Services. See the priority guidelines for the receipt of CCS.

Where children are not immunised in accordance with current recommendations, CCS payments may be withheld as per Australian Government guidelines (No Job – No pay).

### 3.4. Method of Payment

The method of payment is by direct debit. Fees are deducted against a nominated debit authority on a fortnightly basis.

Direct debit authority payments that fail may attract payment dishonour fees. Charging of fees is at the discretion of management and the Customer Experience team.

Monthly statement payments will be supplied for families unless otherwise requested by the family.

### 3.5. Minimum Notice

Minimum notice is required for bookings and cancellation of bookings:

- if a booking is made with less than the minimum notice period, a late booking fee will be applied
- if a cancellation is made with less than the minimum notice period, the session fee will be charged as usual
- if there is no notification of a booking cancellation and the child does not attend, a 'no-show' fee will be applied for the non-notification.

Refer to the Key Service Information Sheet for the nominated service for the specific notice period and the applicable fee.

### 3.6. Late Collection of Child

In the event of late collection of a child, a late collection fee will be applied.

At the discretion of management, consistently late collection of a child/ren may result in the suspension of the account.

### 3.7. Allowable Absences

Absences will be managed in accordance with legislative requirements and with reference to the Service's policies and procedures. Absences from care are subject to compliance measures through the CCS system. Absences from the Service may affect the CCS entitlement received.

Allowable and additional absence guidelines are stipulated in and managed in compliance with the most recent Australian Government's Childcare Package.

Parents/guardians are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days, provided the child would normally have attended on that day and fees have been charged.

Once the 42 allowable absences have been reached, CCS is not paid for any further absences unless additional absences fall within the reasons outlined in the Family Assistance Law.

Parents/guardians will be charged the Service's full fee rate for any further absence days unless sufficient documentation is provided to support the additional absence day reasons. There is no

limit to the number of additional absences as long as there is evidence to support each absence. In certain circumstances, families are entitled to access additional absences; families can contact the Customer Experience Team to discuss.

### 3.8. Hardship

Parents who are experiencing difficulties with fee payments should seek the advice of the Customer Experience Team prior to fees becoming overdue.

Any other payment schedule different to that provided in the Key Service Information Sheet may be negotiated through the Customer Experience Team.

### 3.9. Record Keeping

Records will be kept of service delivery activity, and all records are kept confidential and follow storage, documentation and archiving guidelines. These records include enrolment, attendance and absentee records and information collected to provide the day-to-day care and education for each child.

### 3.10. Child Safety

We safeguard children through our procedures and practices, and ensuring information about our services is available for families and communities. Policies and practices reflect the relevant legislation, including the National Principles for Child Safe Organisations. JAG provides policies and procedures to equip JAG people with the knowledge, skills, and awareness to keep children safe. Service Practice is continuously reviewed and improved to ensure current legislation is in effect throughout the business. These Policies and Procedures ensure that Equity is upheld and strives to cater for diverse families.

## 4. Key Terms

Term	Definition
CCS	Child Care Subsidy, available to eligible families
Customer Experience Team	The JAG Support Office team that provides support in customer concerns, questions, and needs, particularly regarding billing, bookings and general queries. The Support Team organisation consists of two subdivisions that are designated to support families with general queries, billings and bookings and Service Delivery teams with general queries, CCMS changes and updates.
JAG People	Any adult that governs, manages, conducts work for or provides activities to JAG in a paid or unpaid activity spanning all levels of the organisational structure
Service Leader	Anyone who oversees the Service in one of the following roles: 1. The Approved Provider; if the approved provider is an individual, in other cases, a person with management or control of the Service 2. The Nominated Supervisor of the Service 3. A Responsible Person who has been placed in day-to-day charge of the Service in the absence of the Nominated Supervisor.

Term	Definition
Key Information Sheet	A service specific document that outlines key information for families. This document can be found on the Service's website.
Team Members	JAG People who work directly with Children.

## 5. References

<b>Education and Care Services National Law and Regulations</b>
Family Assistance Office
The Education and Care Services National Law and the Education and Care Services National Regulations 2011
National Quality Standards for Early Childhood Education and Care and School Care
<b>Other Relevant Legislation</b>
Regulation 168 – Education and care service must have policies and procedures
Regulation 170 – Policies and procedures to be followed
Regulation 171 – Policies and procedures to be kept available
Regulation 172 – Notification of change to policies or procedures
Regulation 177 – Prescribed enrolment and other documents to be kept by the approved provider
Regulation 181 – Confidentiality of records kept by the approved provider
Regulation 183 – Storage of records and other documents
<b>Related Policies</b>
Enrolment and Orientation
Maintenance and Confidentiality of Records
<b>Related Procedures</b>
06P001 Enrolment and Orientation
07P004 Assessment and Rating Procedures
07P005 Planning and Holding Meetings Procedures
<b>Other</b>
Quality Area 7: Standards 7.1, 7.2
OCG Guide to Child Safe Standards - <a href="https://ocg.nsw.gov.au/child-safe-scheme">https://ocg.nsw.gov.au/child-safe-scheme</a>
CCYP Child safe Standards - <a href="https://ccyp.vic.gov.au/child-safe-standards/">https://ccyp.vic.gov.au/child-safe-standards/</a>
National Principles for Child Safe Organisations - <a href="https://childsafe.humanrights.gov.au/national-principles">https://childsafe.humanrights.gov.au/national-principles</a>

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