



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT

FEES

Date Approved: 6/6/12

Related Legislation

Education and Care Services National Law Act 2010
Education and Care Services National Regulations: Regulations 168(2)(n)
Family Law Act 1975 (Cth), as amended 2011

Related Guidelines, Standards, Framework

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

Sources

Australian Children's Education and Care Quality Authority (ACECQA) - www.acecqa.gov.au
CCS Information – www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy

Policy Statement

Our service has a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. The setting and payment of fees takes into account all requirements of the *Education and Care Services National Regulations*, Australian Tax Office, *Privacy Act* and the guidelines contained within the *Child Care Provider Handbook*. All records held at the service will be maintained in accordance with the service *Confidentiality and Privacy Policy*. Families will be provided with accurate fees statements and clear information regarding fee payment processes.

Goals - What are we going to do?

To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times. Our service's financial health and access to our service will be maximised by ensuring families are aware of all fees and fee payment requirements upon enrolment.

Strategies - How will it be done?

Fee Payable/Accounts

- The Approved Provider will determine the required fee level to meet budget prediction for the year.
- The fee schedule and fees payment policy will be fully explained to families during the enrolment process
- Fees payable will be based on either daily or weekly amounts.
- Families will be given a minimum of 14 days' notice of any fee increase.
- The same fee will be charged to all families for equivalent care arrangements.
- A statement of fees will be sent to parents/guardians in advance.

- Families are required to pay fees in advance. A dated receipt, in accordance with Australian Government Guidelines, will be provided for each payment.
- Fee payment will be recorded according to Australian Government Guidelines. Families may also view details about their childcare usage and total fees charged and the fee reductions calculated by the Centrelink office [FAO) on the View Child Care Attendance online statement available through the FAO website.
- Families should contact the service to advise of their child's inability to attend as soon as this is known. Fees will still be required on days the child would normally attend.

Payment of Fees

- Fees are payable from the agreed commencement date and must be paid four weeks in advance.
- Ensure families are aware of our preferred fee payment options: Centrepay, Direct Deposit, B Pay, credit card, eftpos, as Jumbunna aims to be a cash free environment to ensure our staff's safety.

Overdue Fees

- Parents/guardians with overdue fees will be encouraged by the Nominated Supervisor to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan. If this is not done, or the agreed arrangements are not kept, the matter may be referred to a debt collector and/or cancellation of the child's booking may occur.

Late Collection Charge

- Our service reserves the right to implement a late collection charge when parents/ guardians have not collected their child/ren from the service before closing time.



Roles and Responsibilities

| Role | Authority/Responsibility For |
|--------------------------|--|
| Approved Provider | <ul style="list-style-type: none"> • Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 • Reviewing the current budget to determine fee income requirements. • Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability. • Considering any issues regarding fees that may be a barrier to families enrolling at the service and removing those barriers wherever possible. • Providing parents/guardians with a regular statement of fees and charges. • Ensuring that the Fees Policy is readily accessible at the service. • Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which fees are collected. • Ensuring a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service. |

| Role | Authority/Responsibility For |
|----------------------------------|--|
| Nominated Supervisor | <ul style="list-style-type: none"> • Providing parents/guardians with a regular statement of fees and charges. • Collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable. • Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected. • Ensuring a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service. |
| Early Childhood Educators | <ul style="list-style-type: none"> • Referring parents'/guardians' questions in relation to this policy to the Approved Provider or Nominated Supervisors. |
| Families | <ul style="list-style-type: none"> • Reading this policy and referring any questions, queries or concerns to the nominated supervisor. • Obtain a Customer Reference Number from Centrelink as soon as practical before enrolment at the service. • Record the arrival and departure times of their child or children attending care. • Ensure all fees are always kept four weeks in advance. • Provide documentation for additional absence days as required. • Provide 2 weeks' notice of withdrawal from service. If child does not attend during this 2 week notice period fees will be chargeable. • Notifying the Approved Provider if experiencing difficulties with the payment of fees. |

Cancellation Fees (NDIS)

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

Individual Supports Cancellation

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

Group Supports Cancellation

Where a participant/parent fails to cancel a scheduled arrangement for services by 3pm the day before a scheduled service, participants will be charged in line with the current NDIS Price Guidelines. Jumbunna will work with you to identify opportunities to negotiate rescheduling supports before any cancellation fee is charged, where relevant.

This is because of the work the staff have done to plan and prepare in advance for the Inclusion group, and because your place cannot be offered to someone else for a short term.

If Jumbunna cancel a Support, payment will not be required.

Monitoring, Evaluation and Review

Families pay fees on time and collect children on time. Fees are kept as low as possible whilst ensuring the service's financial health. Parents are reminded of their responsibilities through the Parent Information Booklet and regular newsletters.

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 18 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the *Education and Care Services National Regulations*, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

DOCUMENTATION

| Documents related to this policy | |
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| Related policies | |
| Forms, record keeping or other organisational documents | |

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|---------------------|---|-----------------------|---------------------|
| Policy Name: | Fees | Policy Number: | |
| Date Approved: | 24 August 2023 | Approved By: | Board of Management |
| Date Issued: | 31 August 2023 | Review Date: | 30 June 2024 |
| Version 1.5 | This version of the policy was approved 24 August 2023 and replaces the version approved 30 June 2022 | | |