



Fees & Charges Policy

Philosophy Statement

Epic Holiday Camps are committed to creating a fun and safe environment for school-aged children to enjoy meaningful **real-world experiences** to remember forever. With a focus on **learning through play**, we offer exciting **age-matched activities** to support children in gaining confidence, developing their identity and enhancing their **health and wellbeing**. Organisational culture is important to us and we strive to build teams of motivated, fun and **engaging teachers** who children and families can **respect and trust**. Effective communication with children and their families underpins everything we do, ensuring we foster respectful relationships and **continually improve** our program delivery.

Policy Rationale

EPIC Holiday Camp supports a fee system that is affordable and accessible to all families and ensures the program maintains viability. Eligible families can access fee relief in the form of Child Care Benefit (CCB) and Child Care Rebate (CCR) through the Family Assistance Office (FAO) *Subject to approval.

Policy Objectives

The fees and charges policy is designed to inform families of their expected costs and of their responsibilities in relation to payment methods. This is to ensure children are able to attend their chosen programs and excursions. It also details the process EPIC Holiday Camp may take when fees are outstanding.

Procedures

Fees will be set quarterly as part of our quarterly budget process.

- Payment of fees will be required upon acceptance of each child's enrolment form. Fees are payable online via FullyBooked which is linked to the Epic Holiday Camps website.
- Parents who are eligible for CCB will have this reduced from the upfront fee, providing Customer Reference Numbers (CRN's) and Date of Births (DOB's) are supplied and correct.
- Families will receive Child Care Rebate (CCR) either as a refund from the EPIC Holiday Camp (if "pay to service" is the method selected by the parent to receive the rebate) or as regular payments through the Family Assistance Office (FAO).
- Bookings will not be accepted from families who have outstanding monies owing from previous programs.



- A receipt will be issued by the office for all bookings and payments made at the programs.

Banking of Fees

All banking fees are paid by parents in accordance with FullyBooked terms and conditions. This is communicated via the Terms and Conditions upon enrolment.

Recording Fee Payment

EPIC Holiday Camps will record fee payments and bookings through a suitable administration package that meets Commonwealth Government requirements for claiming CCB and CCR payments and in line with Child Care Management System (CCMS) requirements.

Child Care Benefit Accountability

EPIC Holiday Camp will keep parents informed about the processes for securing CCB and CCR payments by providing information on our website. EPIC Holiday Camp Programs are seeking to become an Approved Service with the Department of Education (Federal).

CCB and CCR Procedures:

- Families are required to supply a date of birth and CRN for each child they book into the program, if they wish to claim these benefits. The parent/guardian linked to CCB is also required to supply their own date of birth and a family CRN to comply with Child Care Management System (CCMS) requirements.
- CCB and CCR details for each family and service usage is tracked.
- Full fees will be charged until EPIC Holiday Camp receives a CCB assessment notice for the family.
- All CCB records will be kept for 3 years after the end of the calendar year in which care was provided in accordance with the Commonwealth Department of Education, Employment and Workplace Relations child care services Handbook (4.8).

Child Care Benefit Allowable Absences

EPIC Holiday Camp will ensure that families receive CCB for days their child is absent from the program where the absences fall within Commonwealth Guidelines.

Allowable Absence Procedures:

- Allowable Absence Days - CCB is paid for up to 42 allowable absence days for each child per financial year across all approved services. These days can be taken for any reason. Commonwealth Department of Education, Employment and Workplace Relations Child Care Services Handbook (4.8; 13.4).



- Approved Absence Days - CCB is also payable for the following reasons:
 - Illness (with a medical certificate)
 - Non-immunisation
 - Court ordered shared custody
 - Rostered days off
 - Rotating shift work
 - Temporary closure of the service
 - Periods of local emergency
 - Public Holidays
- There is no limit to the number of approved days claimed, provided they are taken for the specified reasons.
- Once the 42 day allowable absences have been reached, CCB is not paid for any further absences, unless the absence is taken for an Approved Absence Day reason. Therefore the family will be charged the services FULL FEE rate for any further absent days.

Late Pick-up Fees

If a parent/guardian fails to pick up their child by the advertised closing time, the parent/guardian will be charged a late fee. This fee is to cover the additional costs of keeping the service open beyond 5.30pm. There shall be a minimum of two educators present at the service at all times. An educator with all required qualifications will remain at the service until the last child has been picked up.

Late Pick Up Fee Procedures:

- A late fee of \$1 for every minute period or part thereof will apply if a child is at the service after closing time (5.30pm). This fee will be charged per child.
- Payment of the late fee will be charged on the following Thursday. All late attendances will be documented and noted on the final statement.
- Payment is required before a booking can be accepted for the next program.
- Parents are given clear notification that they should inform the program if they know they will be late.
- If this situation occurs more than 3 times in a program, the remainder of the booking will be cancelled.

Cancellation of Care – Fees and Refunds

Families are required to notify the service of any changes to booking arrangements in writing to info@epicholidaycamps.com.au. EPIC Holiday Camp will offer credits for the Holiday Program and any costs associated with the booking where cancellation is made 24hrs prior to the



commencement of the program or in emergency situations that are outside parents' control. These requests will be managed on a case by case basis.

Cancellation of Care Procedures:

- Once an enrolment form and payment has been accepted, a credit will not be issued unless cancellation is made in writing prior to 24hrs notice
- Refunds will be issued if program has been forced to change from what was initially planned.
- Refunds will be issued in the event the EPIC Holiday Camp cancels the booking e.g. due to service closure.

Swapping of Days Procedure

Once days are booked and payment is accepted, parents are authorized to swap days a maximum of 3 times before invoking a \$10 per change, per child swapping fee.

References:

ACECQA National Quality Framework Resource Kit (2012)
Quality Area 7 – Leadership and service management
Education and Care Services National Regulations (2011). R168