

Governance and Management (Including Payment of Fees and Dealing with Complaints) Policy

NQS

QA4	4.2.2	Professional standards – professional standards guide practice, interactions and relationships.
QA6	6.1.1	Engagement with the service – Families are supported from enrolment to be involved in the service and contribute to service decisions.
QA7	7.1.1	Service philosophy and purpose – A statement of philosophy guides all aspects of the service’s operations.
	7.1.2	Management systems – Systems are in place to manage risks and enable the effective management and operation of a quality service.
	7.2.1	Continuous improvement – There is an effective self-assessment and quality improvement process in place.
	7.2.2	Educational leadership – The educational leader is supported the leads the development and implementation of the educational program and assessment and planning cycle.
	7.2.3	Development of professionals – Educators, co-ordinators and staff members’ performance is regularly evaluated and individual plans are in place to support learning and development.

National Regulations

Regs	98	Telephone or other communication equipment
	145	Staff record
	158	Children’s attendance record to be kept by approved provider
	160	Child enrolment records to be kept by approved provider and family day care educator
	162	Health information to be kept in enrolment record
	171	Policies and procedures to be kept available
	173	Prescribed information to be displayed
	177	Prescribed enrolment and other documents to be kept by approved provider
	181	Confidentiality of records kept by approved provider
	185	Law and regulations to be available

Aim

The efficient and effective management systems allow the service to support all the families. Management makes sure the centre is compliant with the national law, the national regulations, and the national quality standard. We liaise with the regulator authority, inclusion support and other professionals when required. Management makes sure we have an effective compliant operation of the centre.

Related Documents

The Montessori Philosophy

Centre Practice Procedure

Welcome to the Montessori Journey

Enrolment and Orientation Policy

Dealing with Grievances and Complaints

Implementation

The Montessori Journey opened its doors to the children and their families on the 29th of January 2002 as a Montessori pre-school. We have gone through several Accreditations and have achieved a high standard. Our centre is proud to have been nominated for the best educational program in the Bayside where we have either won or have been a finalist for the award in Education Training and Tuition. We pride ourselves on being the best that we can in everything we do.

About us

The Montessori Journey opened its doors to the children and their families in January 2002 as a Montessori pre-school for 3 to 6-year old's.

We are a privately-owned family centre with a contact director/nominated supervisor (responsible person in charge) who is also the Licensee (Sandy Vassiliou). I am happy to meet with you about any management queries, our early childhood educators, the educational program, your child/ren, the building or equipment maintenance or any other matter relating to the centre. If you require an in-depth appointment, this can be easily arranged at a mutually convenient time. Any queries regarding direct debit or term fees can also be directed to the management. If management needs to consult with a parent about anything, you will either get a phone call, a note in your child's pocket, an email or personally spoken to while at the Centre. Please contact me for any matters concerning your child or the centre on 07 3396 8800 or email info@montessorijourney.com.au

Our centre offers full and part-time positions. We also offer a free transitional period, the timing and approach of which will be discussed with you upon enrolment.

One of the things that make our centre different from others is our genuine application of the Montessori program. We offer children a strong foundation for the preparation for their lives ahead. We run a challenging curriculum in a peaceful environment, and we strive to offer not only a joyful educational experience for the children, but a supportive school community for the entire family. Our aim is to create a special learning environment that is child-centred and adult-guided where the atmosphere is orderly and calm. Our environment is one where children feel confident to explore and attempt new skills without fear of judgment or failure.

Our centre is very proud to have been nominated for the best educational program in the Bayside where we have either won or been a finalist for the award in Education Training and Tuition continually from 2001 to 2010. The Montessori Journey was very proud to be listed in the Hall of Fame for our consistent achievements. In 2011 we changed from the above category to Child and Family Services and once again either was a finalist or won the award until they stopped the business achiever awards.

Office location and telephone equipment

The director's office is located in the Van Gogh room which is the front room near the gate. The office has all the information for families and staff. All the enrolment records and other confidential information for children as well as staff's forms and confidential information are kept in the filing cabinets in the office. There is a first aid box with the inventory list in the office's cupboard. All the policies and Quality Improvement Plan are kept in the folders if anyone wants to read or review them. The visitors sign in book, the maintenance book and the fire drill/lockdown records can be found in the office as well.

There are two telephones in the office for communication purpose. The landline phone can make outgoing calls as well as communicate with each classroom's telephones so the educators or staff can call the office in case of emergency or unforeseen situations. If a parent calls to check on the child, the director can transfer the call to the child's room and the educator can speak with the parent directly if it is not a busy time. The wireless phone can be carried by educators or staff if the director is not in the office. There are landline phones in the Monet and Renoir rooms that the educators or staff can call the office or the parents if needed.

Management

We are a privately-owned family centre with a contact nominated supervisor who is also the licensee of the centre. I am more than happy to see you about any management queries, our educators, or any other matter relating to the centre. If you require an in-depth appointment, this can be easily arranged at a mutually convenient time and can be as confidential as you like. We welcome any feedback as a new staff member or one that has been with us a long time. This can be in any area, decision making for the centre, policies, procedures, daily happenings etc.

Hours

The centre is open from 7.30am to 4.30pm Monday to Friday, except public holidays. We are open 50 weeks a year. The centre will be closed over the Christmas and New Year break. A late fee of \$2.00 per minute will be charged if your child is picked up after 4.30pm. The Childcare Benefit does NOT cover this fee.

Service management policy and procedures

The efficient and effective management systems allow the service to support families with Centrelink and making sure the families receive all their entitlements for their child/family. Management makes sure the centre is compliant with the national law, the national regulations, and the national quality standard. We liaise with the regulator authority, Inclusion support and other professionals when required. Management makes sure we have an effective compliant operation of the centre.

Centre decisions/Suggestions

Most decisions concerning the centre are based on the management, early childhood educators, parents, extended family members, and children's input. If you have any feedbacks, ideas, concerns, suggestions, or comments, please feel free to bring them to the director/nominated supervisor's attention or put your suggestions/comments in the fee's slot through the reception desk or your child's room suggestion box and we will try and work together.

Payment of fees

Fees are paid fortnightly and are two weeks in advance. Should you wish to withdraw your child from the centre, we require two weeks' notice in writing or two weeks full fees will be charged in lieu of notice. This is fully payable whether your child attends or not and the balance of the bond will be reimbursed. The CCS will only be paid from the last signed day, thereafter full fees will be charged to the end of your child's notice period. Fees can only be paid by direct debiting fortnightly or per term, in advance. The parent/guardian agrees that this amount can be changed without notice only by administrative educators and only for childcare benefits or late fees, extra days taken, and arrears retrieval (for any other reasons the parent will be notified). The direct debit service will charge an administration fee of \$2 for the first payment. Fees paid by bank account through direct debit will incur \$0.88 surcharge. Fees paid by credit card through direct debit will incur 2.14% surcharge. Other payments (Diners Club, American Express cards, etc.) will incur a 4.00% surcharge. Please retain all your receipts for reference purposes. Insufficient funds will incur a late fee of \$20.

Bond

A two-week full fees' bond must be paid and is held until your child leaves the centre. This is calculated on the days your child attends fortnightly.

Please note:

- * All fees for permanently booked children will include payment for public holidays if it falls on your child's day.
- * Unfortunately, we are unable to do make-up sessions for public holidays or children unable to make their scheduled days of attendance.

Waiting list

With your enrolment or waiting list application you will be charged \$10. This will come off your full enrolment fee.

Fee schedule

\$115 per day

Attendance records

It is a legal requirement that all children must be signed in on the digital on their arrival and signed out on their departure daily. These signatures are how you will continue to receive the Child Care Subsidy (CCS). These attendance records are also used to check attendance in the case of an emergency (e.g., fire drill). For parents receiving the subsidies you will also need to sign the attendance sheets if your child has been absent, indicating the reason for their absence. 42 absent days are allowed per financial year before you lose your rebates then full fees will be charged.

Fee relief

The Federal Government has set priority guidelines for the childcare scheme. The main priority for a place in our centre is for working parents, those seeking work and students. The amount of CCS will depend on your joint gross weekly income, which is assessed through the Family Assistance Office (FAO). Families can contact the FAO on 13 61 50.

Our centre charges for whole days (i.e., 9 hours). If your child goes over their eligible hours either in our centre, or in another centre, you may be liable to pay back the money at the end of the year.

If you are applying for childcare assistance, we advise parents to apply for a Child Reference Number (CRN) and a Family Reference Number (FRN) which is done through Centrelink. We need both reference numbers and the date of birth for your child and the primary parent/guardian who is applying or claiming the CCS for the Child Care Management System. Once we submit the data to Centrelink you will need to approve it via My Gov. The **centre's provider number: F01-6LQ-51**.

Kindy savings

From 2023, the Queensland Government is making kindy cheaper for many Queensland families, you may be eligible for free kindy or cheaper kindy. Check your eligibility and savings by using the steps below.

Kindy Plus eligibility

- Do one or more of the following apply to you or your child who will be attending kindy?
- hold a current Australian Government Health Care Card (HCC)

- hold a current Australian Government Pensioner Concession Card (automatic HCC entitlements)
- hold a Department of Veterans' Affairs Gold Card or White Card
- have formal communication, such as a letter, from the relevant agency stating the intent to issue a Health Care Card
- have evidence of formal foster or kinship care arrangements
- identify as Aboriginal and/or Torres Strait Islander
- have three or more children, of the same age, enrolled in the same year
- have a child who is identified as living in a formal child protection out-of-home-care arrangement
- are a family and child who have entered Australia under the Australian Government's Refugee and Humanitarian Program, or is in the process of seeking asylum and holds a temporary visa

If yes...

The Queensland Government may make your kindy free. The Queensland Government will reduce your out-of-pocket costs for your long day care 600-hour kindy program by **\$1,443.30** per year.

Family Tax Benefit eligibility

Has your family been confirmed as eligible for Family Tax Benefit (either FTB A or FTB B)? If you are not sure of your eligibility for Family Tax Benefit, please visit <https://www.servicesaustralia.gov.au/family-tax-benefit>.

If yes...

The Queensland Government will make your kindy cheaper. The Queensland Government will reduce your out-of-pocket costs for your long day care 600-hour kindy program by **\$512.00** per year. Please confirm your eligibility and the actual fees with your chosen kindergarten provider.

Penalties

- Fees for dishonoured cheques will be charged to the parents.
- Fees must be paid by the due date, or a \$20 late fee will apply.
- No fees will be charged for the 2-week break over the Christmas and the New Year period.
- If fees accumulate your child's place will be withdrawn. A debt collector will be contacted which will then affect your credit rating as CRAA will be informed. All fees incurred with a debt collection agency will be charged to the parent/guardian.

Dealing with grievances and complaints

We acknowledge that although we try to be, we are not perfect, mistakes and misunderstandings may happen. If you or your child have any concerns, complaints, comments, suggestions or grievances about the centre, educators or management please see either the director/nominated supervisor or early childhood educators involved.

We would like to note that your child will always be supported should they come to the staff with their concerns and suggestions.

The systems we use to deal with complaints or grievance is taken seriously and dealt with very quickly. Our goal is to create a safe and happy centre for our children, educators, families, and community.

If you feel you have any complaints or grievances, we offer confidential options for your convenience. Listed below in no order:

- Email your concern to info@montessorijourney.com.au. The director/nominated supervisor will raise your concern with relevant staff unless asked to keep confidential and investigate the issue and will inform you as soon as possible of the outcome.
- For our child/teacher ratio for supervision we ask that you make an appointment to speak with your child's teacher. These meetings are usually set for 9am of your child's attendance days but can be arranged for a more suitable time for both parties involved. At that meeting you can voice any concerns you may have and exchange ideas. To make an appointment contact our office on (07)3396 8800 or let a staff member know you would like a meeting.
- You may approach the director/nominated supervisor personally on any issues. The director/nominated supervisor will investigate and address the concern and will advise the outcome back to the parent in a timely manner.
- We understand how busy parents can be. Should you find it easier, you can call the director/nominated supervisor on our office number of (07)3396 8800 to voice any concern. We will always come back and let you know what action or amendment has been taken.

We aim to deal with any issues fairly, in confidence, effectively and confidentially.

If you are still unhappy about the outcome of your problem the nearest office of the Office for Early Childhood Education who are responsible for the National Quality Standards are:

Postal: Early Childhood Education and Care
 Department of Education
 PO Box 15033
 CITY EAST QLD 4002

Phone: 13 74 68 (8am to 6pm Monday - Friday)

Email: ecec@qed.qld.gov.au

Sources

National Quality Standard
 Education and Care Services National Regulations (Queensland)
 Early Years Learning Framework
 Queensland Government
 ACECQA
 Business Queensland

Review

This policy will be reviewed annually by:

- Director
- Employees
- Families
- Interested Parties

Last reviewed: October 2023

Date for next review: November 2024