

Daily Rate

Our daily rate from July 2021 is \$123 per day, minus any Child Care Subsidy (CCS) you may receive. For more information on our fee structure and guidelines, please refer to our Fee Policy. Alternatively, you can speak to the Service Director at any time.

For more information on the CCS and your individual eligibility and requirements of the Activity Test, please refer to childcaresubsidycalculator.com.au

Payment of Fees

Fees are invoiced weekly for the previous week's bookings minus any childcare subsidy entitlements. These are to be paid weekly via direct debit through your Xap account from either a bank account or credit/debit card each Wednesday or Friday.

Any alternate payment schedule must be negotiated with the centre Director and set up by the Accounts Officer.

Failed debits will incur an \$8.80 fee which will be deducted separately from ELC fees. Two weeks notice is required when discontinuing with care.

Discounted holiday absent days, Public Holidays and Absent days

Written confirmation of holidays must be presented to the Director at least two weeks before holidays are taken to access a discount. Parents are able to access 10 discounted holidays absent days per calendar year, this can be utilized for any reason. The Director must be given 2 weeks' notice before the discount can be applied.

If your child's booking falls on a Public Holiday, you will receive 50% off your daily fee for that booking.

The centre needs to be made aware of any absences and the reason for the absence. Any unplanned absences/illness will be charged at full rate. In an absence, families can call the centre or record the absence through their Xap account. CCS cannot be claimed for absences on a child's first or final bookings.

Late Collection

If OSHC is in operation and has vacancies, an ELC staff member will escort the child to OSHC and the account holder will be charged the appropriate OSHC fee for that session.

If OSHC is not available and a guardian is late to pick up a child, an extra charge will occur on the account. For the first 15 minutes (5:30–5:45), a flat fee of \$15 will apply at any stage during this time frame. If the child is collected any time after 5:45, the account holder will be charged \$1 per minute.

Late Fees

We understand that sometimes life has unexpected circumstances occur. Please speak to the service Director if you are having trouble paying your fees.

Failure to settle accounts promptly will result in a friendly, written reminder from the ELC director. If a family is failing to make payments after three reminders, they will be prohibited from using the service until the account has been settled. A letter from the Director will be sent to confirm this, and a copy will be kept on file.