

Please see below for a basic outline of our frequently asked questions regarding fees. 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.

Below is a table of examples of out of pocket expenses once the Child Care Subsidy (CCS) has been applied, which assumes you have passed the activity test to receive the subsidy.

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

Family Income Thresholds	CCS Percentage	\$91 from Jan 2019 (Out of pocket per day)	Half day fees from Jan 2019
\$70,000	84%	\$15	\$8
\$85,000	79%	\$20	\$10
\$100,000	74%	\$24	\$12
\$120,000	67%	\$30	\$15
\$150,000	57%	\$40	\$20

Payment of Fees

Fees are payable within 7 days after the account being issued.

Accounts will be issued during the week following care. Payments can be made to the ELC office via the following options:

1. Cash or cheque
2. Credit card/EFTPOS
3. ACS ELCS - ACC: 320698 BSB: 035-212

Scheduled credit card payment plans can also be set up with the Service Director. Information regarding these options are available on our Payment Commitment Form.

Holidays and Absent days

Written confirmation of holidays must be presented to the Director before holidays are taken. If the child is absent for 2 consecutive weeks or more, a discount of 50% off the gap fee will apply. If your child is absent from ELC outside of written confirmation, the gap fee will still apply.

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 (4:30–4:45), a flat fee of \$15 will apply at any stage during this time frame. If the child is collected any time after 4:45, the account holder will be charged \$1 per minute.

Late Fees

We understand that sometimes life has unexpected circumstances occur. Please speak to the ELC 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.