



Fee Policy 2025/26



Fees

Fees are charged for all booked days including casual bookings.

New families are charged fees at **the full rate** until a formal enrolment is confirmed through the Child Care Subsidy System (CCS). A formal enrolment is created when a family registers for the Child Care Subsidy (CCS) by creating a My Gov account or contacting Services Australia (Centrelink) and provide the Centre with Customer Reference Numbers (CRN) and dates of birth for both registered parent **and** child/ren. We also require a record of your child's immunisation, which can be completed on the enrolment form.

Services Australia will pay Child Care Subsidy (CCS) towards the weekly account for most families. Lodge a claim through (Centrelink) Services Australia as soon as possible about your entitlements so that your Child Care Subsidy can be applied when your child starts care.

Standard CCS rates

Your family income	Child Care Subsidy percentage
\$0 to \$83,280	90%
More than \$83,280 to below \$533,280	Between 90% and 0% The percentage goes down by 1% for every \$5,000 of income your family earns above \$83,280
\$533,280 or more	0%

Please contact Services Australia on

P: 136 150 OR W: www.servicesaustralia.gov.au for any queries regarding Child Care Subsidy

Enrolment Fee of \$60 is payable per child prior to care commencing. This includes a Centre T-shirt, hat and waterproof bag.

2025 Fees schedule	
DAY	\$151
Holiday day 50% discount	\$75.50
AM session (4 weeks only)	\$87.50
Transition visit – 2 hours	\$25



A minimum attendance of one (1) day per week is the current Centre Policy. This will enable staff to offer a curriculum that encompasses the development of the whole child and provide staff with a minimum opportunity to observe each child in attendance at the Centre on a regular basis. It will also enable your child to settle more comfortably into the Centre by developing a rapport with the staff and other children and assist them in understanding routines throughout the day. We do allow AM sessions for the first 4 weeks of care, to allow your child to settle and transition to the child care environment smoothly.

Casual booking requests are to be made via our Xplor home app and must be requested by 5pm 2 days prior to the day required. These bookings can be made up to 2 weeks ahead of time. If you require a casual booking to be cancelled it will be non-refundable if 2 days' notice is not given.

Late fees apply after 6.00 pm, a fee of \$1 per minute will be added to your account for any late pick up.

Swap days will incur a fee of \$10 per swap. Swaps will only be permitted within the same billing week and if spaces are available.

The Centre does not charge any additional levies for materials.

Invoices and Payment of fees

Invoices are issued every Monday one week in advance; however, this is dependent on completion of CCS processing by Services Australia. Invoices are emailed to a nominated email account. All accounts are payable **in full** by the Friday of the two-week period.

Payment methods. The Centre's preferred payment method is via direct debit or the PAY Now button on the Xplor home app.

Alternate methods include:

- Centrepay – Families can authorise Centrelink to deduct regular amounts from their welfare payment to pay their childcare account - see office for details
- Direct Deposit Bank Transfer – **BSB: 065-511 Account No: 10107117 Please include your full name as reference**
- EFTPOS – payment can be made via credit/bank card at the Centre

Absences

Holidays. With *five (5) working days' written notice* of absence via the Xplor home app or email, a discount of 50% off full fees is applied (this is not available during four weeks' cancellation period). Depending on each family's rate of CCS fee reduction, there may be little or no "gap" to pay.

Closure days. The Centre does not charge fees for public holidays or closure days. The Centre closes between Christmas and New Year – dates will be advised in Centre Newsletter each year. Additionally, the Centre will close for a staff professional development day – date will be advised in the Centre Newsletter each year.

Sick days. Sick days are charged at full fee. If a child's absences exceed 42 days, medical certificates may be used to maintain government benefits – it is, therefore, advisable to obtain medical certificates each time your child visits the doctor. Sick days cannot be taken as a swap day.

All other absences are charged at full fee.



Cancellation of care

Cancelling any permanent days requires two weeks' written notice, cancelling all booked days requires four weeks' written notice both via email. Attendance is required during this period for CCS to be claimed and the last day of care must be attended. Fees are payable for this period (holiday rate is not available).

Financial Hardship

Where a family is experiencing financial hardship, it is requested that the Director be contacted to discuss the problem and ascertain whether any special arrangements or assistance may be available. Financial hardship concerns are dealt with by Services Australia and approved directly by them.

Late/Non-Payment of Fees

The Centre seeks to minimise potential financial risks through non-payment of child care fees by the adoption of a clear debt collection procedure.

- All accounts are payable **in full** by the Friday of the two-week period, regardless of when a parent receives their income. Parents/guardians who are paid monthly or fortnightly should arrange payments to be made in advance.
- Accounts which are two weeks' overdue will receive an overdue reminder.
- Accounts which are three weeks' overdue will be deemed as the "final notice" and payment is required by the end of the week. Management will make contact with the family to discuss reasons for non-payment and negotiate a payment plan, if necessary. This plan will include regular payment of the weekly gap plus an additional amount to go towards the debt. A reduction in child bookings will also be included.
- It will be a requirement to be signed up to Centrepay or direct debit if a family has incurred a debt with the Centre. If cancellation of care is to take place because the debt has now exceeded three weeks of care, the debt will be referred to our debt collection agency. Marshall Freeman is the agency, and they will add additional admin costs which will be at the parent's expense.

Parents/guardians are requested to read and sign this policy on enrolment. **Once signed please return slip below to reception.**

I have read the Victor Harbor Childcare and Education Centre's fees policy and understand and agree to its conditions.

Parent/Guardian

Signature

Printed Name

Date ____/____/____



Review

Policy Reviewed	Modifications	Next Review Date
Created 2003		
Updated June 2018	Changes to CCS Removed PM bookings Restricted AM sessions to new families Require immunisation records on enrolment Four weeks' notice required for cancellation of care	June 2019
Reviewed March 2019	Updated information on casual bookings Updated terms and conditions with Marshall Freeman debt collection agency Updated sick days not to be a swap day	June 2019
June 2019	Fees	June 2020
March 2021	Fees Updated CCS estimates	June 2022
June 2022	Fees Updated CCS estimate Changed DHS to Services Australia Removed third day discount Removed Casual rate	June 2023
June 2023	Fees Updated CCS estimate	June 2024
June 2024	Fees Updated CCS estimate	June 2025

