

FEES AND CHARGES

Cancellation of enrolment or Alteration of Care Requirements

Collard's Childcare & Kindergarten requires 4 weeks written notice for the following:

1. Cancelling your child's enrolment with Collard's Childcare & Kindergarten
2. Reducing or changing your days of care

Changes to Daily Fees Charges

Collard's Childcare & Kindergarten will review their daily fees/charges every 6-12 months. Fees may be increased by 3%-5%. Families will be notified 4 weeks prior to any fee increase.

Cancellation of Care or CCS (Child Care Subsidy)

To ensure you receive all CCS payments up until the last day of attendance, your child must attend their last day. Centrelink will make these payments up until the last attended day. If your child does not attend the last day, you will not receive payments for this day and any absences leading up to this day.

Payment of Accounts

Fees are charged for the current week of care. A statement is available every fortnight to each family through their Xplor App. For any enquiries about your account please contact administration (9115 0786 or admin@collardkinder.com.au) who can assist you further.

A dishonor fee of \$20 will apply for direct debit transactions where there are insufficient funds to cover the fees., or card becomes invalid.

Child Care Subsidy (CCS)

All families will need to confirm their details using your Centrelink online account through the my.gov.au website. For further information about the CCS please visit www.education.gov.au/childcare or contact Centrelink on 13 61 50

Flexible Session Times

To help minimise your out of pocket costs, after your CCS has come in, you can choose either a 9, 10 or 11 hour session for the day.

We offer flexible hours so you don't have to pay as much for childcare at the end of each week.

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Accepting a place and paying a bond fee

The bond fee amount is \$250.00 and is payable upon accepting a placement at Collard Childcare & Kindergarten. Bonds are refunded subject to no outstanding fees and receiving your intention to cease care in writing with **4 weeks notice**. Your bond will go back into your designated bank account.

Enrolment Fee

A non refundable **\$30 admin enrolment fee** is taken at the time you enrol your child within our service. This fee covers admin costs and secures your place within Collard's Childcare Kindergarten.

Sick Days

When your child is absent due to illness or going to be on holidays, please advise us through the Xplor App. Your normal daily rate still applies to your account.

Public Holidays

Families are required to pay their normal daily fees for public holidays. These also impact your Centrelink allowed absent days.

Swap Days

Swap days are not offered at Collard's Childcare & Kindergarten unless approved by the management team.

Casual Days

Collard's Childcare & Kindergarten does offer casual days, if your child holds a permanent place within our centre. Please contact the centre to check availability or apply for a casual day through the Xplor App.

Late Pick Up Fees

Our centre closes at 6:00pm. The children. \$15 late fee will be charged at management's discretion.

Absences for Families with Child Care Subsidy (CCS)

Families who are eligible for CCS are allocated 42 allowable absence days which include public holidays per child each financial year. These absent days can be for any reason and do not require any proof of absence.

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Holidays

Holiday Leave

At Collard's Childcare & Kindergarten, we understand the importance of family holidays and time away. To support our families while ensuring staffing and operational costs can continue to be met, eligible families may access our Holiday Leave concession.

Eligibility

Families become eligible for Holiday Leave after their child has been enrolled and attending the service for a minimum of **six (6) months**. Eligible families may access **up to two (2) weeks of Holiday Leave per calendar year**.

Holiday Leave Fees

During approved Holiday Leave, families will receive **50% off their gap fee**.

For example, if your usual gap fee is **\$40.00 per day**, your Holiday Leave gap fee will be **\$20.00 per day**.

Child Care Subsidy (CCS) will be applied in accordance with Government requirements where applicable, and families are responsible for paying the remaining out-of-pocket amount based on the discounted fee.

Requesting Holiday Leave

A minimum of **two (2) weeks' written notice** is required.

All Holiday Leave requests **must be submitted by email** to the administration team, clearly stating the dates you wish to take leave.

Holiday Leave is subject to approval and will be confirmed by the administration team.

Conditions

Holiday Leave cannot be applied retrospectively.

Holiday Leave is not transferable to another calendar year and cannot be accumulated.

Any unused Holiday Leave entitlement will be forfeited at the end of the calendar year or upon cessation of enrolment.

Holiday Leave is a discounted fee concession only and **has no cash value**. It cannot be redeemed, credited, refunded, or paid out under any circumstances.

Children who attend the service on an approved Holiday Leave day will be charged the full daily fee.

We encourage families to provide as much notice as possible when planning holidays to assist us with staffing and centre operations.