

Payment of Fees Policy

Policy statement

J.K Millard Pty Ltd ensures an outline is clear for fees and payment structure to all families and people liable for accounts.

Strategies and practices

Permanent bookings:

- Permanent pre booked days are to be paid for whether the child attends or not (this includes sick days, public holidays and personal holidays)
- If you decide to swap a day during the week, you are still liable to pay for the usual booked day as well as the day you have swapped to.

Casual Bookings

- If your child attends casually, then you only pay for those days attended. Casual bookings depend on availability of vacancies within the centre
- Casual days can be booked up to two weeks in advance
- 24 business hours are required to cancel a casual booking with no charge

Payment of Fees

- All fees are paid via XPAY Debit Success and bank transfer.
- Families can choose to have funds directed from a credit card or bank account of their choice
- Fees must be paid weekly, in advance. If you wish to pay fortnightly or monthly, then this too, must be in advance
- Where payment in advance does not occur, the service is not obliged to reserve the child's booking beyond that week
- Accounts are available live through the Xplor Home app
- Statements of fees paid and attendance are available live through the Xplor Home app

If you have difficulty paying your fees, please discuss the matter with the Centre Director, as soon as possible.

Fees

- The centre fees are set out in the parent handbook
- Fees are reviewed annually

Review Date: June 2025

Next Review Date: June 2026

- Management informs families prior to any fee increases with a minimum of 2 weeks’ notice in writing
- Fee increases may occur when wage increases occur for staff

Child Care Subsidy

The Child Care Subsidy is the main way the Government assists families with their child care fees.

There are three factors that determine a family's level of Child Care Subsidy. These are:

- Combined Annual Family Income
- Activity Test– the activity level of both parents
- Service Type– type of child care service and whether the child attends school

The Child Care Subsidy is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

For more information visit the Department of Education and Training Child Care Package website at education.gov.au/eccc or visit the Department of Human Services Child Care Subsidy website humanservices.gov.au/childcaresubsidy

Number of Hours Per Session

Full Day	11
Full Week	55

Refunding Fees

In the instance in which a family overpays and becomes in credit which they are not able to use, e.g. family has moved or child now attending school or should the credit be substantial, a refund can be issued by way of directly crediting their bank account or credit card (where details have been supplied).

Policy Reviewed	Modifications	Next Review Date
June 2025	Added public holidays and personal holidays Changed cancelation for casual day hours to 24 hours instead of 48 hours	June 2026