

## PAYMENT OF FEES POLICY

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
111	Administrative space
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

### RELATED LEGISLATION

Child Care Subsidy Secretary’s Rules 2017	Family Law Act 1975
---	---------------------

Child Care Subsidy Minister's Rules 2017	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a>	

## RELATED POLICIES

CCS Accounts Policy Child Care Subsidy (CCS) Governance Policy Dealing with Complaints Policy Delivery of Children to, and Collection from and Education and Care Service Premises Enrolment Policy	Fraud Prevention Policy Governance Policy Orientation of Families Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Termination of Enrolment Policy
---	--

## PURPOSE

For parents to gain a clear understanding of the Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment, the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

## SCOPE

This policy applies to children, families, staff, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

## IMPLEMENTATION

Our Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meet our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

Our fee structure includes:

### ENROLMENT FEE AND BOND PAYMENT

- An enrolment fee of \$100 is charged upon confirmation of enrolment. This fee must be paid prior to commencement at the Service
- Two weeks of full fees are charged on commencement.

## GENERAL FEES

- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).
- Fees are charged for each session of care.
- Families are required to make a co-contribution to their childcare fees. This is the difference between the fee charged and the childcare subsidy amount- the 'gap fee'.
- Fees are to be paid **weekly through a direct debit system**.
- Fees must be kept in advance of a child's attendance.
- A dated receipt will be provided for each payment via the Xplor App.
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes pupil free days, sick days, and family holidays but **excludes periods** when the Service is closed.
- If a session of care falls on a Monday public holiday gap fees will be waived.
- If a session of care falls on a public holiday (Tuesday–Friday) families are required to pay normal fees.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Families are requested to contact the Service if their child is unable to attend a particular session.
- Casual days may be offered to families if available within the Service's license.
- All casual bookings must be requested or cancelled in writing via email [Admin.albertpark@evokeearlylearning.com.au](mailto:Admin.albertpark@evokeearlylearning.com.au) or the Xplor App.

### Three- and Four-Year-Old Free Kindergarten Payments

For integrated long day care programs, the service must pass the full Free Kinder payment on as a fee offset to families. This is because fees are charged for all hours of education and care, not just the kindergarten program hours, and the fees are dependent on several factors including the family's Commonwealth Child Care Subsidy entitlement. Free Kinder in sessional programs functions as a fee replacement for the service. The sessional rate has been set higher to enable participating sessional services to offer a free 15-hour program within their current fee structure.

### Victorian Government Free Kinder Offset payments for 2025 are as follows:

In 2025, families with children enrolled in the three- and four-year-old kindergarten programs will receive an annual 'Free Kinder' fee offset of up to \$2101.

- For three-year-old children, this means \$700.33 for 5 hours to \$2,101 for 15 hours.
- For four-year-old children, this means \$2,101 for children enrolled in a 15-hour kindergarten program.

Our service will apply the fee offset regularly (e.g., fortnightly or monthly) and clearly indicate the offset amount (labelled Victorian Government Free Kinder offset) on parent invoice statements.

Formatted: Not Highlight

Formatted: Not Highlight

Formatted: Font: Bold, Not Highlight

Formatted: Font: Bold, Not Highlight

Formatted: Not Highlight

Formatted: Not Highlight

Formatted: Not Highlight

Formatted: Not Highlight

Our service also receives the standard rate of per capita funding for our four-year-old children. The service does not pass on these payments on to parents, this funding is for the service to deliver a funded kindergarten program/s.

In line with existing policies for per capita funding, children must only receive Free Kinder funding at one service. If a child attends more than one service that offers a funded kindergarten program and Free Kinder (e.g. a sessional service for some days and a long day care service on other days), the family must nominate which service they will receive their funded kindergarten program and therefore their Free Kinder funding. **Please refer to Appendix 6.**

Formatted: Not Highlight

#### CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their [myGov](#) account linked to Centrelink and provide documentation to support the CCS payment
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy
- Parents must:
  - care for their child at least 2 nights per fortnight or have 14% share of care
  - be liable for child care fees at an approved early childhood education care service
  - meet residency requirements
- The child must:
  - be 13 or under
  - not attending secondary school (unless an exemption applies)
  - meet immunisation requirements
- Childcare must be provided by an approved provider
- Families level of Child Care Subsidy will be determined by:
  - [family income estimate](#)
  - [activity level](#)
  - [Aboriginal and Torres Strait Islander children](#)
  - [number of children in care](#)
  - [type of early learning and childcare Service](#)
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account

- Families must regularly check their details are correct and report a change in circumstance to Centrelink (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.
- Child care [discounts for early childhood workforce](#) will only be offered as outlined in the CCS Handbook.

### PAYMENT OF FEES

- Families are required to pay fees using the Service's **direct debit system**. The family is required to provide banking details to facilitate set up of the direct debit account.
- Fees and charges associated with **direct debit system** are outlined upon enrolment
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees
- Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and Regulatory requirements
- The *Statement of Entitlement* will include details of the sessions of care provided and the resulting fee reduction amounts
- The *Statement of Entitlement* is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.

### ABSENCES FROM THE SERVICE

- Families are requested to contact the Service if their child is unable to attend a particular session
- Families must still pay the 'gap' fee to the Service if their child is unable to attend
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See Child Care Subsidy Handbook)
- Allowable absences can be taken for any reason. Families do not have to provide evidence
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the Service for each additional absence, where required
- Families can view their absence count through their Centrelink online account via [myGov](#).
- In a period of emergency (declared by the Australian Government), such as bushfire or flood, extra allowable absences for the duration of the emergency will be automatically applied in the CCS system

### ADDITIONAL CHILD CARE SUBSIDY

- Additional Child Care Subsidy (ACCS) provides extra help with the cost of early education and care.
- There are four different payments under Additional Child Care Subsidy:
  - [Child wellbeing](#) to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm
  - [Grandparents](#)—to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
  - [Temporary financial hardship](#)—to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment
  - [Transition to work](#)—to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider.

### DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after **one week** and then again, after **two weeks** if the fees are still outstanding.
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.
- A child's position will be terminated if payment has not been made after **three weeks**, for which the family will receive a final letter terminating the child's position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.

### HOLIDAY DISCOUNT

Holiday Leave is offered to all enrolled families as a "50% Discount" only. For example: a Family who have a full week booking at the time of application & request Holiday Leave – would be entitled to 20 days @ 50% discount. These 20 days can be spread over the Financial Year. Families need to have been enrolled with a Centre for a minimum of one Calendar month before Holiday Leave entitlement is applicable (waiting period). Holidays must be requested or cancelled two weeks in advance in writing via email

admin.albertpark@evokeearlylearning.com.au or the Xplor App. This Holiday Leave discount offer is to commence from 1-May-22 and is not retrospective. **Please refer to Appendix 2.**

### LATE FEES

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time.
- Currently, a fee of \$15.00 per 10 minutes block or part thereof will be incurred by the family.
- A review of the child's enrolment will occur where families are consistently late with fee payment.

### CHANGE OF FEES

- Fees are subject to change at any time provided a minimum of **two weeks** written notice is given to all families (Regulation 172 requires a minimum of 14 days' notice).
- CCS hourly rate caps may be increased by the [CPI](#) at the commencement of each financial year.
- Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

### TERMINATION OF ENROLMENT

- Parents/guardians are to provide **two weeks** written notice of their intention to withdraw a child from the Service.
- If termination from the Service is required without notification, families may lose their Child Care Subsidy entitlements. Families will be charged full fees for any sessions not attended at the end of their enrolment.
- In some circumstances CCS may not be paid for sessions if the child has not physically started care.
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

### RESPONSIBILITY OF MANAGEMENT

The approved provider and nominated supervisor are responsible for:

- ensuring that obligations under the *Education and Care Services National Regulations* are met
- ensuring the service and all Persons with Management and Control (PMC) comply with the rules under Family Assistance Law (FAL)
- ensuring Persons with Management and Control (PMC) are considered 'fit and proper' persons
- taking reasonable steps to ensure all educators, staff and volunteers follow the *Payment of Fees Policy* and procedure

- ensuring all families are aware of our *Payment of Fees Policy*
- ensuring enrolments are submitted correctly with the appropriate enrolment information
- providing families with regular statement of fees payable
- providing families with receipts of fees paid
- notifying families of any overdue fees
- providing families with reminder letters as required
- terminating enrolment of children should fees not be paid
- discussing fee payment with families if required
- providing at least **two weeks** written notice to families of any fee increases or changes to the way fees are collected

[Please note: Reg. 172 states a minimum of at least 14 days' notice regarding changes to policies must be provided to families]

#### RESPONSIBILITY OF FAMILIES

- provide the Service with the correct enrolment details to facilitate the CCS claim, if required, including:
  - Centrelink Reference Numbers for child and CCS claimant
  - Date of birth for child and CCS claimant
- ensure payment of fees as per policy
- notify Centrelink of any changes that may affect their CCS entitlement
- confirm their child's enrolment through the parents myGov account.

#### THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for childcare fees. Only state and territory governments (and their agencies) can contribute to the cost, in part or full, of childcare fees for families. Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied. Our Service will record all documentation regarding any third-party payments.

#### STAFF DISCOUNT

Our Service offers all full time, part time and casual employees a staff discount for children that attend our Service, after CCS has been applied.



The staff discount is calculated at **22%** of full-service fees after CCS has been applied and does not affect CCS eligibility. (Department of Education – [Childcare discount for early childhood workforce](#)). *(Staff must continue to pay at least 5% of the gap fee).*

Please refer to Appendix 3.

### SIBLING DISCOUNT

Our Service offers families with more than 1 child enrolled a Sibling Discount.

The Sibling Discount is calculated at **10%** of full-service fees after CCS has been applied and does not affect CCS eligibility. The discount is applied to the 2<sup>nd</sup> and 3<sup>rd</sup> child, and so on.

Please refer to Appendix 4.

### 5-DAY DISCOUNT

Our Service offers families a 5-day discount where children are enrolled for 5 permanent days, Monday to Friday. The daily flat rate will be reduced to **\$180**. Casual bookings do not apply.

Please refer to Appendix 5.

### COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the nominated supervisor in the first instance. The nominated supervisor will follow the steps as outlined in this policy, including advising the approved provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

### Resources and information for families

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)

### CONTINUOUS IMPROVEMENT/REFLECTION

Our *Payment of Fees Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

#### CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Fee Increase Letter – General	Overdue Fee Payment Procedure
Overdue Fee Payment Letter	Payment Plan Template
	Staff Discount Application

#### SOURCES

Australian Children’s Education & Care Quality Authority. (2014).  
 Australian Children’s Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).  
 Australian Children’s Education & Care Quality Authority. (2021). [Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service](#).  
 Australian Government Department of Education [Child care discount for early childhood workforce](#)  
<https://www.education.gov.au/child-care-package/early-childhood-workforce/child-care-discount-early-childhood-workforce>  
 Australian Government Department of Education Child Care Provider Handbook  
<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>  
 Australian Government Department of Education *Early Childhood and Care* <https://www.education.gov.au/early-childhood>  
 Australian Government Department of Education (2024). [Help in an emergency](#)  
 Education and Care Services National Law Act 2010. (Amended 2023).  
[Education and Care Services National Regulations](#). (Amended 2023).  
[Western Australian Education and Care Services National Regulations](#)

#### REVIEW

POLICY REVIEWED BY	TRACEY DAVEY	OPERATIONS MANAGER	DECEMBER 2024
POLICY REVIEWED	DECEMBER 2024	NEXT REVIEW DATE	MAY 2025
VERSION NUMBER	V18.05.24		
MODIFICATIONS	<ul style="list-style-type: none"> <li>annual policy maintenance</li> <li>updated CCS eligibility (effective July 2023)</li> <li>added content to responsibility of approved provider/management</li> <li>sources checked for currency and hyperlinks updated</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MAY 2023	<ul style="list-style-type: none"> <li>policy maintenance</li> <li>minor formatting edits within text</li> <li>information added regarding staff discounts</li> </ul>	MAY 2024	

	<ul style="list-style-type: none"><li>• Change in payment of Gap Fees by EFT (effective 1 July 2023)</li><li>• Staff discount section added</li></ul>	
--	---	--

## APPENDIX 1: STATEMENT OF FEES

Quality early education and care provides the foundation for children’s development and social engagement whilst supporting workforce participation of parents and carers. Our Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

- Fees are charged for each session of care and vary depending on the age of the child in care and the family’s eligibility for Child Care Subsidy (CCS).
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family’s statement).
- Families are required to pay the difference between the fee charged and the subsidy amount- the ‘gap’ amount
- Fees must be kept in advance of a child’s attendance.
- A dated receipt will be provided for each payment, via the Xplor App.
- Fees are to be paid weekly through a direct debit system. If families wish to pay fees on a fortnightly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes pupil free days, sick days, and family holidays but excludes periods when the Service is closed. The Service may be directed to close due to periods of local emergency such as bushfire or flood or a pandemic.
- Fees are payable in advance for every session that a child is enrolled at the Service. This includes pupil free days, sick days, and family holidays but excludes periods when the Service is closed such as periods of local emergency such as bushfire or flood or a pandemic.
- If a session of care falls on a Monday public holiday gap fees will be waived.
- If a session of care falls on a public holiday (Tuesday–Friday) families are required to pay normal fees.
- Fees are charged for full sessions only (regardless of the actual attendance hours any day).
- Casual days may be offered to families if available within the Service’s license.
- All casual bookings must be requested or cancelled in writing via email [Admin.albertpark@evokeearlylearning.com.au](mailto:Admin.albertpark@evokeearlylearning.com.au) or the Xplor App.
- Direct debits against a nominated Australian bank account are processed free of charge.
- For credit card payments, a surcharge applies (VISA/Mastercard: 2.35%; Amex/Diners: 4.4%, charged by Debit success, not EVOKE).

Daily fees depend on the family's individual eligibility to claim the Child Care Subsidy (CCS) as a reduction of fees. Please speak to Centrelink about your CCS entitlements. Please note that you will be asked to pay full fees until CCS approval has been granted and until CCS confirmation is received by the Centre. The CCS is estimated for current and future weeks and may be adjusted by Centrelink. Upon termination of your enrolment, you may be liable for any residual fee if the CCS rebates have been overestimated.

#### EVOKE EARLY LEARNING ALBERT PARK - 20 January 2025

DAILY FEES	DAYS BOOKED				
	Monday	Tuesday	Wednesday	Thursday	Friday
Daily/Weekly Fee	<b>\$186.00</b>	<b>\$186.00</b>	<b>\$186.00</b>	<b>\$186.00</b>	<b>\$186.00</b>
Daily/Weekly Holiday Discount	<b>\$93.00</b>	<b>\$93.00</b>	<b>\$93.00</b>	<b>\$93.00</b>	<b>\$93.00</b>
Weekly Fee (5-Day Discount)	<b>\$180</b>	<b>\$180</b>	<b>\$180</b>	<b>\$180</b>	<b>\$180</b>

**NB:** The Sibling Discount and 5-Day Discount is effective from 24-Feb-25.

OTHER FEES	
Non-Refundable Enrolment Fee	\$100
Two weeks of fees is to be paid on commencement	
A late fee will apply where children are not picked up prior to closing time, 6.30pm.	A fee of \$15.00 per 10 minutes block or part thereof will be incurred by the family.
Direct Debit Dishonour Fee	\$19.95 for each unsuccessful transaction.
Credit Card Surcharge Fee	VISA/Mastercard: 2.86%; Amex/Diners: 5.23%, charged by Debit success, not EVOKE).

## APPENDIX 2: HOLIDAY DISCOUNT PROCEDURE

Parent needs to provide 2 weeks' written notice for request to take Holiday Leave and fees need to be in line with Fee Payment Policy before Holiday Leave can be approved (i.e. minimum of 1 week in advance). The expected "discount" cannot be a factor in this calculation (i.e. fees must be a week in advance based on normal fees, not discounted fees).

- This Holiday Leave discount offer is to commence from 1-May-22 and is not retrospective. Families eligible for any type of ACCS or who have their fees paid in full by a Third Party are not eligible for Holiday Leave whilst receiving this funding.
- The reduction for the "discount" will be applied automatically to the account using the Fee Codes on Xplor and following the step-by-step instructions that form part of this policy.
- Eligibility is pro-rata based on enrolment date (and presumes enrolment will continue to the end of the Financial Year):
  - enrolment between Jun-Aug = 4 weeks = 20 Days
  - enrolment between Sep-Nov = 3 weeks = 15 Days
  - enrolment between Jan-Feb = 2 weeks = 10 Days
  - enrolment between Mar-May = 1 week = 5 Days
- NB: families that enrol in June do not become eligible until the following financial year due to the one month waiting period.
- NB: pro-rata is also effective if withdrawal date is notified earlier than the end of the financial year (i.e. if family notify child will finish in December, eligibility is limited to up to 2 weeks depending on enrolment date). NB: Above presumes a weekly enrolment.
- Centre Manager or Finance Officer to review the family's attendance record to ensure that they have eligibility for the current Financial Year & then advise family of the success (or issues preventing the success) of the application.
- Once approved, the Finance Officer should enter the Holiday Leave period per the Step-by-Step instructions.
- Holiday Leave is offered to all enrolled families as a "50% Discount" only. For example: a Family who have a full week booking at the time of application & request Holiday Leave – would be entitled to 20 days @ 50% discount. These 20 days can be spread over the financial Year. Families need to have been enrolled with a Centre for a minimum of one Calendar month before Holiday Leave entitlement is applicable (waiting period). Holidays must be requested or cancelled two weeks in advance in writing via email [admin.albertpark@evokeearlylearning.com.au](mailto:admin.albertpark@evokeearlylearning.com.au) or the Xplor App.

- Holiday Leave discount cannot be used as a debtor-management tool and cannot be applied to full-week attended weeks. Holiday Leave periods can be cancelled providing adequate notice is provided and the period should be deleted from the Discount tab accordingly.
- Unutilised Holiday Leave does not roll-over from one Financial year to another. Any unused week blocks are lost if not utilised by the end of each Financial year.
- If a child withdraws from care prior to the end of the Financial year, utilised Holiday Leave may be revoked if the child would not have accrued the amount of leave taken.
- Holiday Leave cannot be taken at the end of an enrolment. A child must return to care after a Holiday Leave period.

## APPENDIX 3: STAFF DISCOUNT PROCEDURE

Evoke offers a discount to employees who are:

- Employed, contracted or engaged as an employee, and;
- who are working at a centre based or outside school hours care service, and;
- who have a child enrolled in an ECEC service where they work or which is owned by their provider
- A centre director or OSHC coordinator who has an ECEC qualification and is working at a service is also eligible for the discount.
- Gap fees are discounted by 22%, however employees must still pay at least five per cent of the gap fee.
- Failure to maintain up to date fees will result in cancellation of the discount followed by suspension of bookings until the account is brought into line with policy.
- Holiday discounts will apply.
- All other discounts like the Monday Public Holiday, Sibling Discount and 5-Day Discount will no longer apply.
- Discounts will only be effective from the employee's commencement date.

How to apply

- The Fee Discount form is to be completed by the employee and emailed to the Finance Officer.
- This discount offer is to commence from 1-May-22 and is not retrospective. Families eligible for any type of ACCS or who have their fees paid in full by a Third Party are not eligible for the Staff Discount whilst receiving this funding.
- The reduction for the "discount" will be applied automatically to the account using the Discount Codes on Xplor and following the step-by-step instructions that form part of this policy.

During Maternity Leave and other periods of unpaid leave

- During Maternity Leave, the Fee discount will be reduced to 10% for a maximum period of 12 months. Maternity Leave is only recognised if:
  - the employee intends on returning to the business no later than 12 months after the start of their Maternity Leave, and/or
  - does not have paid employment elsewhere during their absence, and/or o does not study outside the childcare industry during their absence.



- During unpaid leave periods other than Maternity Leave the Fee Discount will require prior approval from the Approved Provider.
- On termination of Employment Once the parent or guardian provides notice of termination, or is provided with notice of termination, the Childcare Fee Discount will be cancelled from the date the employment ends. Should the ex-employee's children remain in care with Evoke, the fees will revert to normal fees and normal discounts will apply. On termination of care If the employee ends care for all children, this agreement will cease from the end of care date. Should you wish to return to care, a new application for Childcare Fee Discount must be submitted. The Approved Provider of Evoke Early Learning reserves the right to alter or withdraw the Childcare Fee Discount policy at their discretion at any time.

## APPENDIX 4: SIBLING DISCOUNT

A sibling discount will apply where families have more than 1 child enrolled.

The sibling discount is calculated at 10% of full-service fees after CCS has been applied and does not affect CCS eligibility.

The discount will apply to the 2<sup>nd</sup> and 3<sup>rd</sup> child, and so on.

Discounts will only be effective from the second child's commencement date.

- Failure to maintain up to date fees will result in cancellation of the discount followed by suspension of bookings until the account is brought into line with policy.
- Standard holiday discounts will apply.
- All other discounts like the Monday Public Holiday and 5-Day Discount will no longer apply.

Evoke Early Learning Albert Park has the right to make changes to or remove the promotion at any time.

### How to apply

- This discount offer is to commence from 24-Feb-25 and is not retrospective. Families eligible for any type of ACCS or who have their fees paid in full by a Third Party are not eligible for the Sibling Discount whilst receiving this funding.
- The reduction for the "discount" will be applied automatically to the account using the Discount Codes on Xplor.

## APPENDIX 5: 5-DAY DISCOUNT

A 5-day discount will apply where families have 5 permanent bookings, Monday to Friday.

The daily flat rate will be reduced to **\$180**.

- The 5-Day Discount does not apply to casual bookings.
- Two weeks' written notice is required for changes to permanent bookings.
- Standard holiday discounts will apply.
- All other discounts like the Monday Public Holiday will no longer apply.

Evoke Early Learning Albert Park has the right to make changes to or remove the promotion at any time.

### **Eligibility criteria for the 5-Day Discount at Evoke Early Learning Albert Park:**

- If the family is approved for Child Care Subsidy (CCS), the family **MUST** be entitled to 100 hours of subsidised care a fortnight.
- Permanent bookings **MUST** recur for a minimum of 2 weeks.
- For the discount to be applied, families must owe less than 3 weeks of fees. Failure to maintain up to date fees will result in cancellation of the discount until the account is brought into line with policy.

### How to apply

- This discount offer is to commence from 24-Feb-25 and is not retrospective. Families eligible for any type of ACCS or who have their fees paid in full by a Third Party are not eligible for the Staff Discount whilst receiving this funding.
- The reduction for the "discount" will be applied automatically to the account using the fee codes on Xplor.

## APPENDIX 6: FREE KINDER OFFSET - ADVICE FOR FAMILIES

Families with children enrolled in the three- and four-year-old kindergarten programs at participating long day care centres will receive an annual 'Free Kinder' fee offset.

For three-year-old children, this means \$700.33 for 5 hours to \$2,101 for 15 hours.

For four-year-old children, this means \$2,101 for children enrolled in a 15-hour kindergarten program.

Funding will be allocated to families via Xplor. Fee deductions will be applied weekly on a Friday and in arrears.