Fees and Bookings Policy

Reviewed by the Approved Provider, July 2026. Next review: July 2027.

Purpose

This policy sets out how bookings work, how fees are charged and paid, and what happens when your child is away or your booking changes.

Daily fee

Our daily fee covers care from 7:00am to 6:00pm, all meals and snacks cooked at the centre, nappies, wipes, sunscreen and the kindergarten program. The current fee is on the enrolment page and on the fee schedule at the front entrance. Fees are reviewed once a year and families get eight weeks' notice of any change.

Child Care Subsidy

Most families are eligible for the Australian Government's Child Care Subsidy, which is paid to us and taken off your fee. To receive it, you need to confirm your enrolment in your myGov account through Centrelink. Until the subsidy is confirmed, the full fee is charged.

Paying your fees

Fees are paid fortnightly in arrears by direct debit. Your statement shows the full fee, the subsidy and the gap you pay. If paying is becoming difficult, please speak with the director in confidence. We would much rather plan a way through together.

Absences and public holidays

Fees are charged for every booked day, including days your child is away and public holidays. The Child Care Subsidy is paid for up to 42 absence days each financial year, and for more in some circumstances, such as illness with a medical certificate.

Changing or ending a booking

Please give us two weeks' written notice to change your days or end your booking. Fees are charged for the notice period whether or not your child attends.

Extra days

Casual days can be booked when there is a place in your child's room. Ask at the front desk or reply to our weekly email and we will confirm the day.

Late collection

The centre closes at 6:00pm. If you are running late, please phone so we can reassure your child. A late fee applies after 6:05pm to cover the two educators who stay.

Waitlist

Joining the waitlist is free and does not commit you to a place. We offer places in the order families joined, giving priority to siblings of children already at the centre. Places in each room are listed on our website, updated by the centre each week.

Questions about this policy are welcome. Speak with the director at the centre, or call (03) 5550 0178.