Fees

QUALITY AREA 7 | ELAA VERSION 1.2

serPurpose

This policy provides a clear set of guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Windsor Community Children's Centre WCCC, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by WCCC.

Policy Statement

Values

WCCC is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- ensuring there are no financial barriers for families wishing to access an early childhood program for their children
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program government funding and fees to be paid by parents/guardians
- providing equitable access for families eligible for the Kindergarten Fee Subsidy and/or Early Start Kindergarten

Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge and, parents/guardians attending WCCC.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
1. Ensuring that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service *(Regulation 168)*, and take reasonable steps to ensure those policies and procedures are followed *(Regulation 170)*	R	√			
2. Reviewing the current budget to determine fee income requirements	R	√			
3. Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability	R	√			
4. Communicating with families at enrolment about fees, including: ● the amounts charged ● payment periods and methods ● how the Child Care Subsidy or other government subsidy will be applied ● notice periods ● how they can access copies of statements/receipts ● financial hardship considerations and payment plans	R	√			
5. Implementing and reviewing this policy in consultation with parents/guardians, the nominated supervisor and staff, and in line with the requirements of the Commonwealth Governments Child Care Subsidy and Additional Child Care	R	√			

Subsidy and Department of Education's Kindergarten Funding Guide *(refer to Sources)*					
6. Considering any issues regarding fees that may be a barrier to families enrolling at the service and removing those barriers wherever possible	R	√			
7. Reviewing the effectiveness of the procedures for late payment and support offered	R	√			
8. Considering options for payment when affordability is an issue for families	R	√			
9. In long day care settings, where Child Care Subsidy or Additional Child Care Subsidy is applicable, ensure that all subsidies a child is eligible for are applied to reduce cost to families (CCS and ACCS can be accessed in combination with the Early Start Kindergarten grants) [Kinder specific]	R	√			
10. Providing communication to families explaining their access to one year of three-year-old and one of four-year-old funded kindergarten program [Kinder specific]	R	√			
11. Clearly communicating this policy and payment options to families in a culturally sensitive way, and where possible in the family's first language	R	√			
12. Ensuring that the *Fees Policy* is readily accessible at the service *(Regulation 171)*	R	√			
13. Taking reasonable steps to ensure that nominated supervisors, ECT/educators, staff and volunteers follow this policy and procedure *(Regulation 170)*	R	√	√		√
14. Providing all parents/guardians with fee information *(refer to Attachment 1, Attachment 2, Attachment 3 and Attachment 4)*	R	√			
15. Providing all parents/guardians with a statement of fees and charges upon enrolment of their child/ren *(refer to sample in Attachment 2, Attachment 3 and Attachment 4)*	R	√			
16. Providing all parents/guardians with a Fee Agreement *(refer to Definitions and Attachment 2).* All arrangements must be recorded, either on paper or electronically, and must be kept by the provider	R	√			
17. Ensuring that once the approved provider enters into a Fee Agreement *(refer to Definitions)* with a family, they must submit an enrolment notice within seven days of the end of the week in which the arrangement started	R	√			
18. Informing families that children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy *(refer to Definitions)*	R	√			
19. Informing families if they are receiving Child Care Subsidy *(refer to Definitions)*, they must update Centrelink on any changes to their income, activity and other circumstances via their Centrelink online account	R	√			
20. Ensuring fees are collected and receipted	R	√			

21. Ensuring that families are informed of the operating hours including (as relevant), term dates, planned closures and additional hours to account for closures.	R	√			
22. Informing parents of any action that will be taken if fees are not paid *(refer to Attachment 1)*	R	√			
23. Collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable	R	√		√	
24. Complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees	R	√			
25. Notifying parents/guardians a minimum of 14 days before any proposed changes that will affect the fees charged or the way in which fees are collected. *(Regulation 172(2))*	R	√			
26. Addressing any complaints or concerns that have been raised regarding fees at the service in a timely manner	R	√			
27. Reading the WCCC Fee Information for Families *(refer to Attachment 1) and* Service Fees *(refer to Attachment 3 and Attachment 4)*, and complying with the Fee Agreement *(refer to Definitions and Attachments 2)*				√	
28. Signing and complying with the Fee Agreement *(refer to Attachment 1)*					
29. Notifying the approved provider if experiencing difficulties with the payment of fees				√	
30. Providing the required documentation to enable the service to claim any Kindergarten Fee Subsidy and/or Early Start Kindergarten, if eligible (refer to Attachment 1)				√	

Background and Legislation

Background

Long Day Care

Regulation 168(2) (n) of Education and Care Services National Regulations 2011 requires that Early Childhood Education and Care services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable fees at the time of enrolment.

Australian families receive help with the cost of child care through the Child Care Subsidy (CCS). The Victorian Government Department of Education (DE) and Services Australia, administers the Child Care Subsidy (CCS). Providers must be approved by the department to receive CCS.

DE is responsible for the legislation that underpins CCS. This legislation is called Family Assistance Law (FAL). All providers that receive CCS must follow the rules under FAL. DE monitors providers' compliance with FAL.

The Australian Government subsidises the cost of child care. State and territory governments are responsible for the health, safety, wellbeing and educational outcomes of children.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised.

CCS is paid directly to approved providers and passed on to families as a fee reduction.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development; and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

- Additional Child Care Subsidy (child wellbeing)—to help children who are at risk of serious abuse or neglect.
- Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal caregiver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work.

The Inclusion Support Program is designed to assist early childhood education and care services to include children with additional needs by providing support, in the form of practical and tailored advice and strategies on effective inclusive practice, from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

The Community Child Care Fund is designed to help eligible child care providers address barriers to child care participation, particularly in disadvantaged communities, including Indigenous communities.

Kindergarten

The Department of Education (DE) *(refer to Definitions)* provides funding for each child who is enrolled and attending a funded kindergarten program two years before school. Income from other sources, primarily fees, is required to meet all the additional costs incurred by the service in the delivery of the children's program. In addition, the Kindergarten Fee Subsidy (KFS) *(refer to Definitions)* enables eligible children to attend a funded kindergarten program free of charge or at low cost two years before school. KFS is not applicable to services such as WCCC that have opted into Free Kinder and / or LDC that don't invoice separately for kindergarten.

DE also funds Early Start Kindergarten (ESK). ESK enables children who are at least three years old by 30 April in the year they are enrolled to attend the kindergarten program and are from a refugee or asylum seeker background, or Aboriginal and/or Torres Strait Islander, or the family have had contact with child protection priority access to 15 hours of free kindergarten. Further program details are outlined in The Kindergarten Funding Guide *(refer to Sources)*.

Regulation 168(2) (n) of Education and Care Services National Regulations 2011 requires that funded kindergarten services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable term and annual fees at the time of enrolment. Services must also advise eligible families of the Kindergarten Fee Subsidy *(refer to Definitions)* and/or or Early Start Kindergarten *(refer to*

Definitions) arrangements. The fees charged must comply with the Kindergarten Fee Subsidy requirements *(refer to Definitions)* and/or or Early Start Kindergarten *(refer to Definitions)* and be responsive to the local community and the viability of the service. The Kindergarten Funding Guide *(refer to Sources)* outlines the criteria to be covered in the policy.

Legislation and Standards

Relevant legislation and standards include but are not limited to:

- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- A New Tax System (Family Assistance and Related Measures) Act 2000
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Care Subsidy Minister's Rules 2017
- Child Care Subsidy Secretary's Rules 2017
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- National Quality Standard, including Quality Area 7: Governance and Leadership

The most current amendments to listed legislation can be found at:

Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au

Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au

Definitions

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

Centrelink: The agency that delivers payments and services to individuals and families on behalf of the Australian Government.

Child Care Safety Net: Targeted assistance to vulnerable and at-risk children and their families, as well as supporting child care services in disadvantaged communities to address barriers in accessing child care.

The Child Care Safety Net has three components:

- Additional Child Care Subsidy
- Community Child Care Fund
- Inclusion Support Program

Child Care Subsidy (CCS): A Commonwealth Government means tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are paid directly to approved child care providers.

Complying Written Arrangement: A written arrangement between a child care provider and an individual to provide child care in return for fees. The arrangement includes certain required information:

- the names and contact details of the provider and the individual(s)

- the date the arrangement starts
- the name and date of birth of the child (or children)
- if care will be provided on a routine basis and if so
    - details about the days on which sessions of care will usually occur
    - the usual start and end times for these sessions of care
    - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)

- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.

Additional information can be included to support the individual's understanding of their payment obligations

Children/families experiencing vulnerability and/or disadvantage (in relation to this policy): children are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited. Some factors which may contribute to a child experiencing vulnerability include: a child with a disability; living in a family with a low income, or one which is experiencing problems with housing, domestic violence, substance abuse, or mental health; known to child protection; in statutory out-of-home care; Aboriginal and/or Torre Strait Islander, having a culturally and linguistically diverse background; having a young or sole parent, or a parent with a disability (adapted from the Kindergarten Funding Guide)

Concession: A Commonwealth Government entitlement providing concessions for low-income earners and other eligible people. This includes one of the following:

- a Commonwealth Health Care Card
- a Commonwealth Pensioner Concession Card
- a Department of Veterans Affairs Gold Card or White Card
- Multiple Births (triplets of more)

Early Start Kindergarten (ESK): provides eligible children with 15 hours of free kindergarten each week led by a qualified Victorian Institute of Teaching (VIT) registered teacher. ESK is available to children who are at least three years old by 30 April in the year they are enrolled to attend the program and are:

- from a refugee or asylum seeker background, or
- Aboriginal and/or Torres Strait Islander, or
- the family have had contact with child protection.

These children can also access free year-before-school kindergarten through the ESK Extension Grant regardless of whether they have accessed ESK in the previous year.

Early Start Kindergarten extension grants: provides a free or low cost year-before-school kindergarten program for children:

- not eligible for the Kindergarten Fee Subsidy
- who participated in Access to Early Learning in the previous year or are from a refugee or asylum seeker background, or Aboriginal and/or Torres Strait Islander, or known to child protection. A child is not required to access ESK in the previous year to access the ESK extension grant.

Excursion/service event charge: An additional charge required to meet the cost of special events or excursions that occur in response to emerging children's program needs. Events that are planned ahead and are included as an expenditure item in the service's budget do not incur this additional charge *(refer to Excursions and Service Events Policy).*

Fee Agreement: means **an** agreement between a early childhood education service provider and an individual to provide early childhood education services in return for fees. A Fee

Agreement includes a Complying Written Agreement. *Refer to Attachment 2 for* a template Fee Agreement.

Fees: A charge for a place within a program at the service.

Free Kinder: A Victorian Government Best Start, Best Life initiative providing Free Kinder programs for four-year-old and three-year-old children in funded services, that have opted into the initiative.

Free Kinder supports families to access a funded kindergarten program by:

- providing a free 15-hour program to 4-year-old children enrolled at a sessional service
- providing a free 5 to 15-hour program to 3-yearold children enrolled at a sessional service (subject to the length of funded program offered)
- offsetting the funded kindergarten program component of parent fees for 3 and 4-year-old children enrolled at a long day care service.

WCCC does not provided Free Kinder.

Funded Kindergarten: The Victorian Government provides funding to support children to access a high-quality kindergarten program in the two years before they start school. The funding is a contribution towards meeting the cost of the kindergarten program. Funded kindergartens charge fees to help meet the cost of running kindergarten programs. Fees are set by individual kindergartens and depend on things like how many hours children attend and whether there are extra costs such as excursions.

Enrolment fee: A non-refundable charge to secure a place that has been offered in a program at WCCC

Kindergarten fee deposit: A charge to secure a place in the kindergarten program at WCCC.

Kindergarten Fee Subsidy (KFS): A state government subsidy paid in addition to per capita grants to subsidise the costs of parent fees and enable eligible children to attend a funded kindergarten for 15 hours free of charge or at low cost (The Kindergarten Funding Guide *(refer to Sources)*

Late collection charge: A charge that may be imposed by the approved provider when parents/guardians are late to collect their child/children from the program *(refer to Attachment 1)*

Pre-Prep: Four-Year-Old Kindergarten will gradually transition to Pre-Prep over the next decade from 2025. Funded kindergarten hours will double from 15 to up to 30 hours a week. Pre-Prep will be delivered through sessional kindergartens and long-day-care centres. By 2036, children across Victoria will have access to 1,800 hours of funded kindergarten before school, comprising 600 hours of Three-Year-Old Kindergarten and 1,200 hours of Pre-Prep.

Pre-Prep priority cohort: From 2026, between 16 and 25 hours of Pre-Prep will be available to:

- Aboriginal and Torres Strait Islander children
- children from a refugee or asylum seeker background
- children who have had contact with Child Protection
- children who were supported by Early Start Kindergarten (ESK) or Access to Early Learning (AEL) in their Three-Year-Old Kindergarten year.

Pre-Prep hours for this group of priority cohort children increase to up to 30 hours from **2028.**

Service contribution: A charge payable by families to support the centre where families do not contribute their services in kind for the equivalent amount.

Sources and Related Policies

Sources

- Department of Education: Child Care Subsidy (CCS): www.education.gov.au/early-childhood/child-care-subsidy
- The Child Care Provider Handbook: www.education.gov.au/early-childhood/resources/child-care-provider-handbook
- The Kindergarten Funding Guide (Department of Education): www.vic.gov.au/kindergarten-funding

Related Policies

- Compliments and Complaints
- Delivery and Collection of Children
- Enrolment and Orientation
- Excursions and Service Events
- Inclusion and Equity
- Privacy and Confidentiality

Evaluation

In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor what measures can be taken to reduce any barriers to access the program, especially for vulnerable and disadvantaged children
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk *(Regulation 172 (2))*

Attachments

- Attachment 1: Fee information for families
- Attachment 2: Fee Agreement
- Attachment 3: Service Fees for 2026
- Attachment 4: Service Fees for 2025

Authorisation

This policy was adopted by the approved provider of WCCC on 17 May 2017 .

November 2018 – Updated to add CCS and 2019 fee information

November 2019 – Reviewed and updated to add 2020 fee information

April 2022 – Updated with relevant legislation and government subsidy changes (new ELAA version)

December 2022 – Updated to add 2023 fee information and three-year old and four-year old kinder bond

REVIEW DATE: October 2025 – Updated with relevant legislation and government funding changes (four new ELAA version templates reviewed and combined (Long Day Care V1.2 (base document), Kindergarten V1.5, Free Kinder V1.3, Pre-Pre V1.0) and to add 2026 fees as approved by committee. Ratified on 17 September in committee meeting.

NEXT REVIEW DATE: WCCC shall review this policy within a reasonable time of ELAA conducting its own periodical review of its equivalent policy, or earlier as required. ELAA currently reviews this policy on a yearly review schedule.

ATTACHMENT 1. FEE INFORMATION FOR FAMILIES

WCCC 2026

1. General information

WCCC abides by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017 (refer to Legislation and standards).* The Child Care Subsidy helps by assisting families with their child care fees and provides greater assistance to low and middle-income families. The Child Care Safety Net provides families and services extra support if they are vulnerable and disadvantaged or located in a regional or remote community.

The Department of Education (DE) (*refer to Definitions)* provides funding for each child enrolled and attending kindergarten in the two years before school as a contribution toward the costs of providing the program. Services meet the balance of costs through charging fees and fundraising activities.

DE provides a Kindergarten Fee Subsidy (see below) that enables children from eligible families to attend a kindergarten program free of charge or at low cost in the two years before school.

DE also provides Early Start Kindergarten funding to assist eligible three-year-old Aboriginal and Torres Strait Islander children, from a refugee or asylum seeker background or the family have had contact with child protection, to access kindergarten programs.

WCCC provides a range of support options to parents/guardians experiencing difficulty with payment of fees (see below).

2. How fees are set

As part of the budget development process, WCCC sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided including the Child Care Subsidy and Kindergarten funding
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of Child Care Subsidy: www.education.gov.au

Notification of fee changes during the year

Fee may be reviewed midway through each year taking into consideration the above. Once fees are set, they only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses. Families will be notified at least 4 weeks in advance of any fee increases.

3. Daily fees and service charges

The fees for the year are set out in Service Fee *(refer to Attachment 3)*.

4. Statement of fees and charges

A statement of fees and charges will be provided to families on enrolment *(refer to Attachment 2)*.

5. Fundraising

Not all service costs are covered by government funding and the fees charged. Fundraising is undertaken to meet the balance and/or pay for additional items for the service. While participation in fundraising is

voluntary, the support of every family is encouraged. Fundraising activities are also an opportunity for families and communities to come together.

6. Government funding

Government funding may be available to reduce the fees and charges payable. Depending on your circumstances, you may be eligible for funding. This includes:

- Child Care Subsidy – The Child Care Subsidy (CCS) is an Australian Government subsidy that can assist eligible families with the cost of child care in long day care services. WCCC is an approved care provider
- Kindergarten Fee Subsidy - The Kindergarten Fee Subsidy is provided by DE and enables eligible children to attend 15 hours of kindergarten free of charge. Eligibility conditions may change from time-to-time and must be checked in the most recent edition of the Kindergarten Funding Guide.

7. Payment of fees

WCCC will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Fees will be invoiced on a fortnightly basis. Invoices will show any childcare subsidy payments made by the Commonwealth Government, any Kindergarten Fee Subsidy and the remaining gap fee is to be paid by parents/carers by the date specified on the invoice. Families are expected to pay the gap fee shown on the invoice each fortnight and not allow fees to fall more than two weeks into arrears.

Fees will be invoiced to parents/guardians directly and must be paid by the method and on the date indicated on the invoice. Each invoice will be accompanied by payment instructions.

Parents/guardians experiencing difficulty in paying fees are requested to contact the centre to arrange a suitable alternative payment plan. The *Privacy and Confidentiality Policy* of the service will be complied with at all times in relation to a family's financial/personal circumstances.

6. Cancellation of booking

All families are asked to provide 4 weeks' notice of the cancellation of a booking.

If you make any changes to your booking after the start the first week of October in any year, such as cancelling enrolment or reducing days, you will incur charges at the booking before the changes were made until the end of the year.

For programs that operate during school term, if you cancel or reduce days during the term, you will incur charges for the days booked until the end of the school term. Bookings will roll over to the next term unless you provide 4 weeks' notice of the cancellation of a booking before the start of the next term.

Fees will continue to apply for the number of weeks' notice period required unless cancellation of booking is due to an illness and a medical certificate is provided.

7. Unpaid fees

If fees are not paid by the due date, the following steps will be taken:

- An initial reminder letter may be sent to parents/guardians with a specified payment date.
- Where payment is still not received, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.
- Where payment is not received within 14 days of the due date, a flat late fee of $20 applies.
- Where payment is not received within 28 days of the due date, then in addition to the above, interest will accrue on all overdue amounts on a daily basis at the Reserve Bank of Australia Official Cash Interest Rate plus two per cent.

- Where there is ongoing or continued late payments or non-payment, the centre may notify parents/guardians that the child's place at the service may be withdrawn unless payment is made or a payment plan acceptable to the centre is entered into within a specified period of time.
- WCCC will continue to offer support and reserves the right to employ the services of a debt collector.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.
- No further enrolments of children from the parents/guardians will be accepted until all outstanding fees have been paid.

8. Refund of fees

Fees are non-refundable. There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays
- family holiday during operational times
- closure of the service due to extreme and unavoidable circumstances (e.g infectious diseases outbreak).

In addition, there will be no refund where a family chooses not to send their child to the program for the maximum number of hours for which they are enrolled.

9. Support services

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the service provider or alternatively families may contact the local council.

ATTACHMENT 2. Fee agreement

Please complete this form and return to WCCC by

Service details

Service	Windsor Community Children's Centre

Family details

Parent Name			
Parent CRN			
Address			
Mobile		Email	

Child's details

Child's Name:		Start Date	
Date of Birth		Child CRN	

Session details

For year	[2025/2026]
Care type	☐ Three years and under ☐ Funded kindergarten ☐ Unfunded kindergarten

Three years and under *[Delete if not applicable]*

Sessions	Monday	Tuesday	Wednesday	Thursday	Friday
Long day care	☐	☐	☐	☐	☐

Funded kinder *[Delete if not applicable]*

Sessions	Monday	Tuesday	Wednesday	Thursday	Friday
Long day care	☐	☐	☐	☐	☐

Unfunded kinder *[Delete if not applicable]*

Sessions	Monday	Tuesday	Wednesday	Thursday	Friday
Long day care	☐	☐	☐	☐	☐

Acknowledgement and agreement

- I/we acknowledge that the childcare service is funded by fees paid by parents/guardians. The service cannot operate without the fees paid by parents/guardians.

- I/we agree to pay the fees on the days booked in accordance with the Service Fees statement for the relevant year in full in advance prior to commencing at WCCC and remain up to date with fees at all times
- I/we acknowledge having received and read the WCCC fees policy including the 'Fee Information for Families' and the 'Service Fees' document for the relevant year, which sets out the fees, the fee policies and procedures for fee payment
- I/we understand that fees are non-refundable.
- I/we agree that if our activity and financial circumstances change, we will immediately notify Centrelink to ensure our Child Care Subsidy entitlements are up to date
- I/we acknowledge that if fees are not paid by the due date, WCCC will implement the late payment of fees procedures, as outlined in the 'Fee Information for Families', which could result in the withdrawal of my/our child's place at the service and no further enrolments until the outstanding fees are paid.
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the centre to discuss alternative payment options.
- I/we acknowledge that I/we have received and read the service's Service Fees list and Fee Information for Families, which outlines the fees and procedure for payment of fees.
- I/we Agree to pay fees while the child is absent. Examples include annual leave, public holidays, illness, closure due to unforeseen circumstances etc.
- I/we acknowledge a late fee will be charged to families for late payment of their account in accordance with the Fee Information for Families.
- I/we agree to collect my child/ren from WCCC prior to closing time.
- I/we agree to give the required written notice of when my child/children will be leaving WCCC in accordance with the Fee Information for Families, and that payment will continue to apply where the required notice is not given.

Signature (parent/guardian):_____ Date: _____

Note: invoices, receipts and collection of fees will be in accordance with the WCCC *Fees Policy*

ATTACHMENT 3. SERVICE FEES FOR 2026

Windsor Community Children's Centre – Fees for 2026

Fees and charges at WCCC for 2026 are set out below. Fees payable on a per program per day basis are set out in the table headed 'Daily fees'. Other fees payable are set out in the table headed 'Other service fees'

Daily fees for 2026

Description	Fee	Further detail
Three years and under		
Long day care (7:30am to 6pm Monday to Friday)	$185 per day Fee reduced by applicable CCS	Cancellation of bookings, hours of operations, and refund of fees policy applies.
Funded kindergarten		
Funded kindergarten Long day care (7:30am to 6pm Monday to Friday)	$155 per day Fee reduced by applicable CCS and then Free Kinder offset	Family must nominate the centre as funded kindergarten provider with Victorian Government and attend kinder for a minimum of 15 hours during funded program (Mon, Tue, Thu, Fri 8:30am to 4pm, school terms only) (**Funded Program Hours**). Child must turn three or four years old before 30 April in the year of attending three-year old or four year old kinder (as relevant) to be eligible for government funding. Child can only commence program when they have turned three, and until that point, long day care rates apply. Free kinder reduction of $26 applies on two days each week of the centre's Funded Program Hours (school term only) where centre receives the funding. This is applied to two short day sessions. Long day care is available both during and outside of school term. If care is required outside of school term, this can be booked as occasional long day care. Cancellation of bookings, hours of operations, and refund of fees policy applies.
Funded kinder program 8:30-4pm on 2 x days during school term	$125 per day Fee reduced by applicable CCS and then Free Kinder offset	
Unfunded Kindergarten		
Unfunded kindergarten Long day care (7:30am to 6pm Monday to Friday)	$185 per day Fee reduced by applicable CCS	Cancellation of bookings, hours of operations, and refund of fees policy applies.

Note 1: The service fees apply for all public holidays falling on a day where care is booked

Note 2: All sessions above include morning tea of fresh fruit and toast, fresh hot meals cooked by our chef at the centre and afternoon snack.

Other service fees for 2026

Description	Fee	Further detail
General		
Enrolment fee	$200	One-off non-refundable enrolment fee upon acceptance of an offer of a place for all new enrolments. A place is not secured until payment of this amount. This covers onboarding processes and administration.
Service contribution	$210 per half year	Service contribution payable by each family for child attending during half year (January to June, and July to December), calculated at $35 per hour for 6 hour contribution each semester. Service contribution is not payable where family contributes services equivalent to contribution hours or provides in kind contributions

		equivalent to (e.g. attend working bee, attend co-operative meetings, provides services).
Excursion / service event charges	As agreed with families	At times throughout the year an additional excursion(s) or event(s) may be arranged where it is considered relevant to the service's program and the children's interests. At this time any additional costs to families are taken into consideration before a decision is made (refer to Excursions and Service Events Policy)
Late collection charge	$5 per minute past centre service's closing time of 6pm	The Board reserves the right to implement a late collection charge when parents/guardians are late in collecting a child from the service. This charge is set at $5 per minute past the service's' closing time of 6pm
Late payment fees	See policy	
Kindergarten		
After Kinder care (4pm to 6pm on day child attends short day program)	$29 per session ongoing booking	
	$35 per session ad hoc bookings (plus $10 booking fee if session booked within 5 days of care)	Subject to availability of places.
Kinder deposit	Amount equal to one week's booked days for the following year	Amount paid in October of year before child attends kindergarten the following year. Kinder deposit is credited to family's invoice after the end of Term 1 where child has attended as booked for that term. Amount is forfeited proportionately where child attendance is less than as booked.

Hours of operation 2026

The centre operates for approximately 50 weeks of the year. Long day care applies to these days.

Tern	Start date	
Centre opens for long day care for year	Wed 7 Jan	No fee payable during two week closure period
Professional development day (centre closed)	Mon 22 June	No fees payable
Centre closes for long day care for year	Tue 22 December	No fee payable during two week closure period

School term dates for 2026

Kinder programs that are specified to operate during school term will operate on these days.

Term	Start date	Finish date
Term 1	Tue 27 January	Thu 2 April
Term 2	Mon 20 April	Fri 26 June
Term 3	Mon 13 July	Fri 18 Sept
Term 4	Mon 5 Oct	Fri 18 Dec

ATTACHMENT 4. SERVICE FEES FOR 2025

Windsor Community Children's Centre – Fees for 2025

Fees and charges at WCCC for 2025 are set out below. Fees payable on a per program per day basis are set out in the table headed 'Daily fees'. Other fees payable are set out in the table headed 'Other service fees'

Daily fees for 2025

Description	Fee	Further detail
Under 3 years		
Long day care (7:30am to 6pm Monday to Friday)	$182.70 per day Fee reduced by applicable CCS	Cancellation of bookings, hours of operations, and refund of fees policy applies.
Kindergarten		
Long day care (7:30am to 6pm Monday to Friday)	$182.70 per day Fee reduced by applicable CCS	Cancellation of bookings, hours of operations, and refund of fees policy applies.

Note 1: The service fees apply for all public holidays falling on a day where care is booked

Note 2: All sessions above include morning tea of fresh fruit and toast, fresh hot meals cooked by our chef at the centre and afternoon snack.

Other service fees for 2025

Description	Fee	Further detail
General		
Enrolment fee	$200	One-off non-refundable enrolment fee upon acceptance of an offer of a place for all new enrolments. A place is not secured until payment of this amount. This covers onboarding processes and administration.
Service contribution	$210 per half year	Service contribution payable by each family for child attending during half year (January to June, and July to December), calculated at $35 per hour for 6 hour contribution each semester. Service contribution is not payable where family contributes services equivalent to contribution hours or provides in kind contributions equivalent to (e.g. attend working bee, attend co-operative meetings, provides services).
Excursion / service event charges	As agreed with families	At times throughout the year an additional excursion(s) or event(s) may be arranged where it is considered relevant to the service's program and the children's interests. At this time any additional costs to families are taken into consideration before a decision is made (refer to Excursions and Service Events Policy)
Late collection charge	$5 per minute past centre service's closing time of 6pm	The Board reserves the right to implement a late collection charge when parents/guardians are late in collecting a child from the service. This charge is set at $5 per minute past the service's' closing time of 6pm
Late payment fees	See policy	
Kindergarten		
Kinder deposit	Amount equal to one week's booked days for the following year	Amount paid in October of year before child attends kindergarten the following year. Kinder deposit is credited to family's invoice after the end of Term 1 where child has attended as booked for that term. Amount is forfeited proportionately where child attendance is less than as booked.

Hours of operation 2025

The centre operates for approximately 50 weeks of the year. Long day care applies to these days.

Item	Start date	Detail
Centre opens for long day care for year	Tue 7 Jan	No fee payable during two week closure period
Centre closes for long day care for year	Mon 23 Dec (closes 3pm)	No fee payable during two week closure period

School term dates for 2025

Kinder programs that are specified to operate during school term will operate on these days.

Term	Start date	Finish date
Term 1	Tue 28 January	Fri 4 April
Term 2	Tue 22 April	Fri 4 July
Term 3	Mon 21 July	Fri 19 Sept
Term 4	Mon 6 Oct	Fri 19 Dec