





## Family Fact Sheet – Knox Children and Family Centre (KCFC) Fees and Charges

### Council Early Years Services

<b>Fact Sheet Number:</b>	D21-168541	<b>Directorate:</b>	Connected Communities
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### 1. Fee Schedule July 2021 – June 2022

 <b>Long Day Care</b>	Daily	\$151.45
 <b>Occasional Care</b>	Hourly	\$17.50

### 2. Statement of Fees and Charges

- Families will be provided with a payment schedule at the time of enrolment.
- Long Day Care** fees will be invoiced either fortnightly or every four weeks via email through our software provider, QikKids.
  - Fees charged will be debited via direct debit every second Tuesday via the Debitsuccess system.
- Occasional Care** fees must be paid at the time of booking, via direct debit.
- Fees for both **Long Day Care** and **Occasional Care** are payable for public holidays and absences including holiday and illness. However, there is no charge for days when the service is closed by management (i.e. due to the Annual Staff Conference or during the Christmas period).

### 3. Payment Options

Fee payments for **Long Day Care** and **Occasional Care** services are processed through the Debitsuccess System.

#### 3.1 Direct Debit

- For **Long Day Care** fees, families can choose to pay either fortnightly or every 4 weeks in advance.
  - Direct debit will occur every second Tuesday.
  - Please note:** Invoices/statements do not include fees charged by Debitsuccess, as described below)
- For **Occasional Care**, direct debt payments are processed at the time of bookings.
- The associated transaction fees as part of the direct debit process are;

Fee Type	Fee (inc. GST)
Set up Fee	\$2.00
Bank account Transaction	\$0.87 per transaction
Credit Card transaction	2.35% per transaction
American Express	4.40% per transaction
Dishonour Fee	\$19.95

### 4. Child Care Subsidy (CCS)

Approved care is childcare that meets certain standards and requirements, and is approved by the Australian Government. Approved care providers must hold a license to operate, have qualified and trained staff, be open certain hours and meet health, safety and other quality standards. The amount payable for childcare is set by the Australian Government.

- [Knox City Council](#) is the approved provider for all Council Education and Care Services.
- [Child Care Subsidy](#) is an Australian Government payment that can assist eligible families with the costs of childcare at an approved provider.
- Additional Child Care Subsidy is extra financial support offered to those families who already receive CCS but also meet additional criteria.

More information about the Child Care Subsidy can be found via the [Department of Education \(DET\) website](#).

#### 4.1 How to Claim Child Care Subsidy

Families are responsible for setting up CCS with Centrelink. The service may guide the family in the process if the family is experiencing difficulties. Please note:

- The easiest way to claim CCS is online.
- Parents need to have a [myGov](#) account that is linked to Centrelink.

### 5. Initial 42 Days of Absence

Where children are absent for any period (i.e. holidays, sick, public holidays), fees are still payable. Each financial year the Family Assistance Office will pay your child's CCS entitlements for the first 42 absence days. These absences can be for any reason, including public holidays. The initial 42 days must be used before any additional absences can be claimed.

### 6. Additional Days of Absence

Once 42 Absences days have occurred in a financial year, CCS and Additional CCS can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. There is no limit on additional absence days; however, you are required to provide documentation to support the additional absences.

### 7. Exceptional Absence Days

You may receive CCS for an additional 20 exceptional absence days after the initial 42 absence days per financial year. These entitlements can be claimed without evidence if documentation is provided for 31 of the initial 42 absence days. For further information on absences please refer to DET [Absences from Child Care Factsheet](#).

### 8. Cancellation of Enrolments

- Two full weeks' written notice is required to cease or alter care enrolments. If less notice is provided, fees will still be applied from when the two weeks' notice was formally received.
- If a child is absent on their first or final days of care, full fees will be charged as CCS cannot be applied.
- Cancellations of casual days/bookings are accepted before 10am the business day prior without incurring a fee. Cancellations made after 10am the business day prior to the enrolment are charged at full fees.

Further information regarding Knox Family and Children's Services in Knox can be accessed via the [Parent Handbook](#).