

Fees and Charges – Child Care

Knox Children and Family Centre Bayswater and Wantirna South

Fact Sheet Number: D26-152027

Approval by: Manager Early Years Services

Approval Date: 30 September 2026

Review Date: 30 June 2027

Directorate: Connected Communities

Responsible Officer: Coordinator Early Years Hubs

Version Number: 9.0

Service Type:



Fees and Charges Schedule 6 July 2026 to 30 June 2027 – Long Day Care

Daily Fee	\$179.90
Bond Payment	\$78.00 per booked day to accept an offer of a place.

Statement of Fees and Charges

- Families will be provided with a payment schedule at the time of enrolment.
- Invoices will be sent either fortnightly or monthly via email through our software provider.
- Parents/guardians are responsible to pay for any gap fee shown on the invoice.
- Invoice will include details of the sessions of care provided, the resulting fee reduction amounts as applicable and any remaining gap fee.
- Fees charged will be debited via direct debit every second Wednesday through our software provider system.
- Fees 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 end of the year closure period).
- Invoices will also include a record of any Bond payment paid to secure the child's place in long day care.

Bond Payment

A Bond payment of \$78 per booked day is charged upon the acceptance of an offer of place for all new enrolments in long day care and is payable via EFTPOS at the service, on or before the first orientation day.

The Bond payment is calculated according to the number of booked days as follows:

Days Booked	Bond Payment
1	\$78.00
2	\$156.00
3	\$234.00
4	\$312.00
5	\$390.00

- The Bond payment will be refunded when four (4) weeks' written notice is provided to cease care at the service.
- The Bond payment refund will occur after the last date of care and when all accounts are paid in full, and no amounts remain outstanding, including CCS payments. This may take up to 6 weeks.
- A Bond payment is charged to secure a child's long day care place. The Bond payment is non-refundable where the child does not commence at the service.
- Where the Bond payment poses a barrier to a family enrolling at the service, the bond payment may be waived at the Manager Early Years discretion.

Payment of Fees

Fee payments are processed through the Debitsuccess System. Families are required to provide banking details to facilitate the set-up of the direct debit account.

- Families can choose to pay either fortnightly or every four (4) weeks in advance.
- Direct debit will occur every second Wednesday.

Please be advised that invoices/statements do not include fees charged by Debitsuccess, as described below.

The associated transaction fees as part of the direct debit process are:

Fee Type	Fee (inc. GST)*
Setup Fee	\$2.00
Dishonour Fee	\$19.95

**Transaction fees are determined by Debitsuccess and may be subject to change*

**Fees can be paid by Bank Transaction, Credit Card (Visa, Mastercard) or American Express*

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.

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.

Absences

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.

Additional Days of Absence

Once 42 Absence 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 may be required to provide documentation to support the additional absences. For further information on absences please refer to Services Australia [Absences from Child Care page](#).

Fees for Late Collection of Children

If a child is collected outside normal Early Years Service operating hours or scheduled session times, a late fee will be imposed. The fee charged is calculated at \$1 per minute with a minimum fee of \$15 per child.

Late collection fees will not have the Child Care Subsidy or Kindergarten Funding applied due to the fact that these charges are outside of the approved Early Years Service operational/scheduled session hours.

Cancellation of Enrolments

Four (4) full weeks written notice is required to cease or alter care enrolments. If less notice is provided, fees will continue to apply for four (4) weeks from the date written notice is provided.

If a child is absent on their first or final days of care, full fees will be charged as CCS cannot be applied.

Casual Days

Families requiring additional casual days (one off days not on a regular basis) can request this by emailing the service prior to the day requested. The request for casual days may be placed on a waitlist for that day and the service will contact the family to advise if/when the casual day is available.

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.

Related Information

- [Fact Sheet – Funded Sessional Kindergarten Fees and Charges](#)
- [Fees and Fee Payment Policy and Procedure](#)

Resources

- Further Information regarding Knox Children and Family Centre can be accessed via the [Knox City Council Website](#).
- More information about the Child Care Subsidy can be found on the [Services Australia website](#)
- [The Best Start, Best Life reforms | vic.gov.au \(www.vic.gov.au\)](#)

Version Updates

V4.2	1 Dec 2023	Cancellations of Enrolments	Wording Two (2) Full Weeks is replaced by Four (4) Full Weeks.
V4.3	6 March 2024	Section Removed	Remove Heading 7. Exceptional Absence Days and content
	6 March 2024	Admin	Admin Changes
V5	6 June 2024	Information Reviewed	Updated information to align with Fees and Charges Policy and Procedure
V6	2 December 2024	Payment of Fees	Debitsuccess transaction fee updated effective from 1 January 2025
V7	23 June 2025	Payment of Fees	Debitsuccess transaction fee updated effective from 7 July 2025
V7.1	24 November 2025	Admin	Admin Changes – Direct Debit Day updated to every 2 nd Wednesday
V8	02 June 2026	Payment of Fees	Updated Information to align with updated fees as per the endorsed Knox Council Budget.
V9	30 th September 2026	Transaction Fees	Removal of transaction fees and surcharge fees as per the regulatory updates from the RBA.