

Explorers Fees & Charges



Fees & Charges

Accepting a Place and Fee Bond

Upon accepting an enrolment offer, Explorers' families are required to pay a bond per child. The bond amount will be emailed to families in their letter of offer.

Bonds are refundable subject to no outstanding fees and receiving your intention to cease care in writing with four weeks' notice.

If your child does not commence at Explorers your bond will be forfeited and not refunded regardless of the amount of notice provided.

Enrolment Fee

An enrolment fee of \$75 will be charged on your first invoice. This fee includes administration costs and your enrolment pack.

The Enrolment Pack consists of:

- Explorers Wet Bag
- Hessian Bag
- Hat
- Beanie
- Belonging Bag

Orientation Charges

Orientation charges are as below:

- 1 x 1 hour orientation (with parent present): No Charge
- 2 x 3.5 hour orientations (no parent present): Half Day Charge

Sick Days

When a child is absent due to illness, please call or email your Centre. Your normal daily fees will be invoiced.

Holidays

Explorers understands the importance of family time and holidays. We offer four weeks of holiday leave per calendar year with a 50% discount of your daily fee.

The following conditions apply:

- Leave must be taken in a minimum one week blocks.
- Notice needs to be emailed to your centre four weeks in advance.
- Public holidays that occur during Holiday Leave will not be offered as a makeup day.

Public Holidays

Families are required to pay their normal daily fees for public holidays.

To support our families Explorers, will offer a 'makeup day' for each public holiday. Families will need to email the Centre to book their makeup day, provided we can accommodate the dates you have requested.

The following conditions apply for makeup days:

1. Makeup days need to be booked within twelve months and is subject to availability.
2. Where a child attends Explorers five days a week, a half daily fee will be charged for public holidays.
3. Where a family is not up to date with their account (in debt), no makeup day will be offered until the account is up to date.

Changes to your Child's Regular Days

Explorers understand there may be changing needs of families and their children.

Swap Days

Explorers may offer permanent swap days based on the

Centre's availability. Once off swap days are not offered.

Casual Sessions

Explorers offer casual sessions based upon your child's room availability. Please contact Family Support Services on 1300 000 335 or speak with your Centre Director to check availability.

We require 24 hour notification to cancel any booked casual sessions.

Absences for Families with Child Care Subsidy (CCS)

Families who are eligible for CCS are allocated 42 allowable absence days, which include public holidays, per child each financial year. These absence days can be for any reason and do not require proof of absence.

Cancellation or Alteration of Care Requirements

Explorers require an email to the Centre with four weeks' notice for the following:

1. Cancelling a child's place
2. Reducing days of care

Changes in Daily Fee Charges

Explorers review daily fee charges every six months. Fees may be increased by 3-5%. Families will be notified four weeks prior to any fee increase.

Cancellation of Care or CCS

In order to receive all CCS payments up until the last day of attendance, your child will need to attend their last day. Centrelink will only make these payments up until the last attended day. If your child does not attend the last day, you will not receive payments for this day and any absences leading up to this day.

Fee Assistance

Payment of Accounts

- Fees are charged fortnightly in advance. An invoice will be emailed fortnightly to families 48 hours prior to the direct debit charged on your specified payment day.
- For invoice enquiries families can contact our Support Centre on 1300 000 335.
- Explorers Fees must be paid by direct debit or credit card.
- Surcharges apply for credit card payments.
- If payments are declined, please be aware that a \$15.00 administration fee will be charged as well as a fee of \$8.80 that is passed on from a third-party provider.

Child Care Subsidy (CCS)

From 2nd July 2018 the Government implemented the Child Care Subsidy (CCS) as part of The New Child Care Package. The CCS is calculated by a number of factors such as:

- Activity level
- Combined family income
- Service type and hourly rates

All families will need to confirm their details using your Centrelink online account through the myGov website. For further information about the CCS please visit www.education.gov.au/childcare or contact Centrelink on 13 61 50.

Fee Assistance May Change

The information above is accurate at the time of publication. As changes can occur we cannot guarantee the accuracy of this information.

