

Maples Fees & Charges



Fees & Charges

Accepting a Place and Fee Bond

Maples' families are required to pay a bond upon accepting their enrolment offer. The fee bond amount will be emailed to families in our 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 Maples 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:

- Maples 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

Maples 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 two week blocks (choice of 2 x two weeks or 1 x four weeks)
- 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 Maples 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 Maples 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

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

Permanent Days

Maples may offer changes to your permanent booked days based on the centre's availability. Once off swap days are not offered

Casual Sessions

Maples offer casual sessions for permanently booked children. This is subject to your child's room availability. Please contact 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

Maples 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

Maples review daily fee charges every six months. Fees may be increased by 3-5%. Families will be notified 4 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.

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Payment of Accounts

- Fees are charged fortnightly in advance. An invoice will be emailed fortnightly to families on the Friday prior to the direct debit charged on the Wednesday.
- For invoice enquiries families can contact us on 03 7020 1447 by 4pm on the Tuesday prior to Wednesday's debit.
- Maples Fees must be paid by direct debit or credit card.
- For credit card payments the relevant surcharges are outlined in the Direct Debit form.

Child Care Subsidy (CCS)

From July 2nd 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.

For more information please visit:

maplesearlylearning.com.au
or call 03 7020 1447

