



Academy for Early Learners

Fees and benefits

How much does it cost to send my child to Academy for Early Learners?

Fees are dependent on things such as the number of days in care, the age of your child as well as your eligibility for any government subsidies. Daily rates for each age group are listed below:

- \$115 – Preschool (3-5yrs)
- \$130 – Toddler (2-3yrs)
- \$140 – Babies (0-2yrs)

What happens if my scheduled day falls on a public holiday?

Academy for Early Learners closes for public holidays. If your scheduled booked day falls on public holidays, fees will still apply as staff and operating costs still need to be covered. The Australian Government's Child Care Subsidy (CCS) covers up to 42 absence days every financial year, which includes public holidays. So, unless you exceed this quota, you will be eligible for the CCS subsidy on public holidays.

Do I still need to pay for a scheduled day if my child is sick?

Yes, fees still apply for sick days. The Child Care Subsidy will cover up to 42 absence days a year with no documentation and unlimited sick days if you're able to provide a medical certificate or similar.

What happens when we go on holidays?

Normal fees apply for all absences (including Public Holidays) that fall on a usual day of attendance. If you are planning holidays, a Holiday Application form is available from the office and can be requested via email to aelpymble@gmail.com

What government rebates and benefits are available to families?

The Child Care Subsidy (CCS) is a payment offered by the Australian Government for which you may be eligible. To find out if you are eligible for CSS visit the Department of Human Services website humanservices.gov.au. Depending on your personal circumstances, there may also be other government funding available.



What is the Child Care Subsidy (CCS)?

The Child Care Subsidy is means tested based on the combined family income, the fortnightly activity of families – such as work, study or volunteering – and the type of service a child attends.

As part of the Child Care Subsidy, the number of hours of subsidised care you'll be entitled to will be based on your level of recognised activity. Understanding the different types of activity that will be recognised is key to maximising your Child Care Subsidy.

Academy for Early Learners offers 9 hour and 10 hour sessions to maximise your entitled subsidy hours. To find out more email our accounts department at feesacademyforearlylearners@gmail.com

For more general queries regarding your CCS please visit the following website: <https://www.education.gov.au/childcare-FAQ>

What does it mean if I do not attend the full nominated session hours (specifically for those on Hourly Sessions)?

If your child is on either 9 Hourly or 10 Hourly Sessions, your account may be subject to not subsidised fee debits. This means 'Gap Payment Owed on Session Hours' is a debited amount charged directly to your account (not subsidised) due to failure to meet the full required 10 Hour Session or 9 Hour Session.

Below find an example for an explanation:

Centre fees (per week) = \$100 (Preschooler) x 5 days = \$500 on 12 hour sessions x 5 days = 60 hours. Government subsidy (CCS) covers 50 hours a week (100 hours a fortnight). So, if you are using more than 50 hours you have to pay out of pocket for 10 hours.

However, with a session booking you opt for 50 hours i.e. 10 hours a day and your CCS will cover it. If you do not meet the exact 10 Hourly or 9 Hourly Session, there is a grace period for the sign in and sign out times of 15 minutes per side. If the grace period is exceeded the charge of \$5 will apply for every 15 minutes on top of the normal daily rate that applies to your child's age group.



We recommend speaking with the Centre Director if you have any queries regarding Hourly Sessions.

What is a grace period?

Your schedule can sometimes get complicated with unplanned delays; thus, the service offers a grace period either side of your daily session times. If you drop your child of earlier or later than the session start time, or session end time the charge of \$5 applies per 15 minutes. If your choice of session is the Full Day Session, no grace period applies as it runs for the duration of the Centre's opening hours.

What if I forget my 'Xplor Hub' account password and I cannot sign in or sign out?

The kiosk provided in the service's foyer needs to be used to sign in and out on all days of attendance. This needs to be done to ensure we are legally submitting your child's attendance to the government, furthermore, ensuring your CCS is received.

If you do not have an 'Xplor Home account' or have forgotten your password, the enrolment department will be able to assist you. Please send an email to aelpymble@gmail.com, requesting an email invite to your 'Xplor Account' be resent or requesting your password be reset.

Any questions concerning how to use the kiosk please let one of the head teachers know and they can assist you.

What are the surcharges for each transaction on Direct Debit?

The service uses Ezidebit to run direct debiting during each billing cycle. Using this external provider incurs a management surcharge charged by Ezidebit for each transaction. This amount does not appear on the statement issued to you by the service, as it is not charged by us. The amount is indicated to you on the direct debit form (if applicable) or can be found below (most applicable charges are highlighted):



Transaction Services	Fee (including GST)
Administration Fees (Once only per Direct Debit Form)	Up to \$5.50
Direct Debit Transaction Fee - from bank account, credit union or building society	Up to \$2.20
Direct Debit Transaction Fee* - Credit Cards (Domestic Visa or MasterCard)	Up to 2.2%*
Direct Debit Transaction Fee* - Charge Cards (Domestic Amex or Diners)	Up to 4.4%*
Transaction Fee BPAY®	Up to \$2.20
Transaction Fee BPAY® from Credit Cards	Up to 2.2%***
eCommerce Transaction fee (Online Payments)	Up to \$1.10
eCommerce fee (Visa Mastercard)	Up to 3.9%
eCommerce fee (Amex or Diners)	Up to 5.5%

- All fees are in Australian Dollars and inclusive of GST.
- If a direct debit is returned unpaid, a failed payment fee is payable by you to Ezidebit for each failed transaction. The usual failed payment fee is \$9.90. In some circumstances a fee up to \$25.00 may be applied.
- *Calculated on total amount of payment. Minimum transaction fee of up to \$2.20 may apply.
- **The minimum monthly fee amount will be calculated at the end of a calendar month. If the total amount of fees paid by you or your customers (including SMS, transaction and setup fees) is less than the minimum monthly fee then the difference will be applied to your account.
- ***Plus Transaction Fee
- ****Also referred to as Re-debit Dishonour Fee on subsequent failed direct debit attempts.