

Booking and Fees

1. Statement

NBCA aims to provide quality, affordable early education and care services to the community. As a registered charity, NBCA charges fees to enable the continued operation of NBCA services, and not to generate profit. Fees are set by the Management Committee and based on organisational requirements, to maintain high standards of education and care.

2. Definitions

“Booking” means day(s) reserved for the child to attend the service. Bookings can be recurring or casual; recurring bookings are when the child has the same days of attendance over a period of time, and casual bookings are occasional attendances that are outside the recurring booking pattern of a child.

“Exceptional circumstances” means where court or parenting orders are in place, or situations where the child or other family members are at risk of financial hardship or imminent harm of any kind.

“Primary carer” means the parent/guardian nominated in the enrolment form as primary carer; this is also the parent/guardian who has applied for Child Care Subsidy, if applicable.

“The service” means the NBCA centre the child is enrolled/enrolling in.

3. Payment of fees

- i. Fees are charged for all bookings, regardless of attendance. This includes:
 - a. If a booking falls on a public holiday;
 - b. If the child has a temporary absence (such as a family holiday or exclusion period for illness) but intends to continue the same booking pattern upon their return;
 - c. If a casual booking is cancelled without the required notice (see 5.v);
 - d. If a recurring booking is permanently changed without the required notice (see 5.vi).
- ii. Bookings are for a full day session, regardless of arrival or departure time. NBCA does not offer hourly or half-day bookings. Sessions are:
 - a. 7:30am-6:00pm (10.5 hours) at Cooida Cottage Early Childhood Centre;
 - b. 7:00am-6:00pm (11 hours) at Flynn Early Childhood Education Centre.
- iii. Fees are not charged for weekends, closedown over the Christmas/New Year period, or pupil-free professional development days.
- iv. Fees are due in accordance with the fortnightly schedule published on the NBCA website at www.nbca.org.au.
- v. Fees are charged in arrears; this means two weeks of fees are charged at a time, after the bookings have already occurred and any applicable Child Care Subsidy (CCS) entitlements have been finalised.

- vi. Fees must be paid via direct debit. Consent to direct debit a bank account or credit card must be provided in the designated section of enrolment forms. Direct debit details can be updated at any time through the Xplor Home app (by the primary carer) or by contacting the service in writing.
- vii. Fee payments cannot be split across multiple accounts or transactions. Fees must be debited in a single transaction from one account, other than in exceptional circumstances.
- viii. Sufficient funds must be available for the direct debit of fees. Dishonour fees may be charged by NBCA's external payment gateway if a direct debit fails for any reason; this is outside the control of NBCA.
- ix. Where a direct debit fails for any reason, the outstanding fees are due and payable immediately. The primary carer can make payment through the Xplor Home app, or by contacting the service.
- x. Fees are charged at daily or weekly rates. The weekly rate applies to bookings of five days per week, where none of the days are provided under a specialised program (i.e. Children's Services Program, 3-year-old initiative). The daily rate applies to bookings of four days or less per week.
- xi. Account statements detailing bookings, fees, CCS entitlements, attendances and direct debits are emailed to the primary carer fortnightly. Any discrepancies identified by parents/guardians in these statements should be raised with the service as soon as practicable.
- xii. Ad hoc charges may be applicable from time to time; these include, but are not limited to, enrolment deposits, late collection fees and excursion/incursion costs. Further details are provided in the policies relevant to each type of charge, and families will be notified when ad hoc charges are payable.
- xiii. Families experiencing financial hardship are encouraged to reach out to NBCA to confidentially discuss their circumstances and alternative payment options.

4. Child Care Subsidy (CCS)

- i. Child Care Subsidy (CCS) is provided by the Australian Government through Services Australia, and helps families cover the costs of childcare. Full details can be found at www.servicesaustralia.gov.au/child-care-subsidy.
- ii. Services Australia pays CCS directly to NBCA. In simplified terms, the amount of CCS paid is based on parent/guardian income and activity (i.e. employment, study, etc). This amount is deducted from the child's fees, with NBCA charging the remainder (the "gap fee") to parents/guardians.
- iii. For CCS to be applied to fees by NBCA, the parent/guardian who submitted an application for CCS (the primary carer) must provide their Customer Reference Number (CRN) and date of birth, and their child's CRN and date of birth; they must also confirm their child's enrolment through the myGov portal.
- iv. CCS enrolments cannot be split across parents/guardians. All CCS-applicable sessions must be attributed to one parent/guardian only, other than in exceptional circumstances.
- v. NBCA is unable to apply for, enquire about or manage CCS on behalf of an individual; changes to CCS entitlements or eligibility are at the discretion of Services Australia, and it is the responsibility of the parents/guardians to apply for, enquire about and/or manage their CCS entitlements and eligibility.



- vi. Where changes to CCS entitlements or eligibility result in an increase of fees payable to NBCA, parents/guardians are liable to pay these increased fees as and when they are due.
- vii. The child must attend the final day of their enrolment for their CCS entitlement to be applied to the final fees charged; this is a requirement of Services Australia and is outside the control of NBCA.

5. Bookings

- i. To ensure places at an NBCA service are provided equitably and in a way that supports consistency for children and families, some booking patterns are not permitted other than at the discretion of the Nominated Supervisor or Responsible Person. Except for children attending preschool on alternating Wednesdays (see 5.ii), all booking patterns must adhere to the following guidelines:
 - a. Bookings must include either a Monday or Friday (single day bookings are only permitted on Mondays or Fridays); and
 - b. In multi-day bookings, at least two of the days must be consecutive.
- ii. Booking patterns for children attending preschool on alternating Wednesdays must adhere to the following guidelines:
 - a. Multi-day booking patterns must include either a Monday or Friday.
- iii. Casual bookings must be requested at least 24 hours in advance, during opening hours of the service. Casual bookings can be requested through the Xplor Home app or by contacting the service.
- iv. Casual bookings are charged at the daily rate, including when a casual booking is the fifth booked day in a week.
- v. Cancellation of a casual booking must be requested at least 24 hours in advance, during opening hours of the service. If less than 24 hours' notice is provided, or no notice is provided, the casual booking fee may be charged.
- vi. To permanently change a recurring booking, notification must be provided to the service, in writing, at least two weeks in advance, or a shorter period by agreement with the Nominated Supervisor or Responsible Person. Where the required notice is not provided, NBCA reserves the right to charge fees during the remaining notice period.
- vii. Permanent changes to a recurring booking require a new Complying Written Arrangement (CWA) to be confirmed by the primary carer. The new CWA will be emailed to the primary carer for confirmation prior to the new booking commencing.

6. Fee increases

- i. The NBCA Management Committee reviews fees at least annually. Families will be notified, in writing, a minimum of four weeks in advance of any fee increases.
- ii. Fee increases are implemented to ensure NBCA maintains high standards of education and care; factors that impact fee increases include, but are not limited to, staffing costs, wage increases, and



CPI rises. NBCA is a non-profit organisation and registered charity, meaning income generated from fees is reinvested back into the organisation.

- iii. Fees are published on the NBCA website at www.nbca.org.au.

7. Late fee payment procedure

- i. In the first instance of a failed direct debit, the primary carer may be notified of the failed payment and requested to make immediate payment.
- ii. In the second instance of a failed direct debit, whether consecutive or cumulative, the primary carer may be provided with a written warning of actions that may be taken due to non-payment of fees and requested to make immediate payment.
- iii. In the third instance of a failed direct debit, whether consecutive or cumulative, enrolment with the service may be suspended until full payment of outstanding fees is made, or the primary carer enters a payment plan with NBCA. Payment plan terms will be outlined in writing and provided to the primary carer.
- iv. In the fourth instance of a failed direct debit, whether consecutive or cumulative, enrolment with the service may be terminated, with any debt passed on to a collection service.

EFFECTIVE DATE	8 April 2024	LAST REVIEWED	March 2025
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NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service



EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures

