



Catholic Early Learning & Care  
**OSHCare**  
**Holy Cross, Trinity Park**

**Our Aim:**

At Catholic Early Learning and Care (CELC), we strive to provide high quality care and value for money for the children that attend our services and their families. The long-term viability of our childcare operations is essential to our mission of supporting the families within our Diocese. Our goal is to operate in a financially responsible manner that benefits children, staff and families by providing quality care, continuing employment and affordable fees at each service. The collection of fees and management of debts is performed in an ethical and efficient manner to ensure the quality of care provided is not affected by non-payment of fees.

It is our policy to:

- ☀️ Collect fees weekly via Debitsuccess for the prior weeks' care.
- ☀️ Send weekly statements prior to the Debitsuccess deduction.
- ☀️ Provide significant savings to families by not charging fees on public holidays or during centre closure periods.

Fee Name	Description	Before School Care	After School Care	Vacation Care
<b>FULL-TIME</b> 5 days care	Full week bookings made at least 7 days before care is provided.	\$14.50	\$22.00	\$51.00
<b>PART-TIME</b> Less than 5 days care	Part week bookings made at least 7 days before care is provided.	\$15.50	\$23.00	\$55.00
<b>CASUAL</b>	24-48hrs Notice to attend	\$18.50	\$27.00	N/A
<b>Pupil Free</b>	Pupil Free Day			\$51.00
<b>Other Days</b>	½ Day Fee (last day term 4)			\$27.50

**A \$100.00 fee will apply to those families who require a delayed start in order to hold a position. Please discuss availability with your Coordinator.**

- All fees are applicable from the 28 January 2019.
- Fees quoted may be reduced by Child Care Subsidy where applicable.



### Setting of Fees:

Setting of fees and charges will take into consideration affordability for families, the quality of service provided, demand and local economic conditions. Unlike many other centres we do not charge fees on public holidays or during periods of closure. This provides a significant discount compared with other service providers. Fees are reviewed annually at the end of each calendar year. Changes to fees in 2019 will be applied from 28 January, 2019.

### Casual Bookings:

It is a legislative requirement that all childcare service providers have correct staff to child ratios when children are in our care. In addition, each service has a maximum number of licensed places that it must not exceed. Booking requests need to be made at least 24 hours before care is required and can only be confirmed if a place is available. In extreme emergencies exceptions may be made. However, additional paperwork and/or reasons to justify the late acceptance of your child/ren may be required.

### Notice Periods – Casual bookings:

Casual bookings must provide at least 24 hours' notice of cancellation or full fees will be charged.

### Notice Periods – Full and Part-time bookings:

We ask that you provide as much notice as possible when changing or cancelling your permanent or part-time booking to allow us time to change staff rosters. As a minimum we require 7 days written notice, otherwise fees will be charged in accordance with your booking type as an absent day.

### Non-Attendance on First and Last Days of Care:

If a child is booked in to start on a particular date, and does not start on that day, no Child Care Subsidy will be paid until the child physically attends care. Similarly, a childcare service is taken to have permanently ceased providing care for a child on the day the child last physically attends care. Child Care Subsidy will not be paid for absences submitted after a child last physically attends a session of care. If a family has confirmed their child's last day at a service, but that child does not attend their last booked sessions of care, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service. Any additional gap will be payable and deducted via Debitsuccess after an eight-week non-attendance period. We request that you advise us as soon as possible if your child will not be returning to the service.

If absences are reported after the child's last physical attendance and Child Care Subsidy is incorrectly paid, these amounts will be recovered from the service.

### Late Fees:

Children collected after the 6pm closing time will incur a late fee of \$10.00 per child for every 5 minutes until collected. (e.g. pick up at 6.10pm for 2 children will incur a late fee of \$40.00. 2 children at 6.15pm will incur a \$60.00 late charge). This fee is to cover additional staffing costs.

### Recovery of outstanding fees:

Failure to pay fees within agreed timeframes is a breach of the conditions of your child's enrolment and may result in withdrawal of child care until payment is received in full or a payment plan is negotiated. Failure to adhere to the negotiated agreement may result in termination of care and account referral to a debt collection agency. All debts collection costs will be added to your account.

### Genuine Hardship Cases:

The Diocese will make every effort to assist families to deal with exceptional circumstances they may be experiencing. Pastoral care support, professional counselling and/or financial assistance from within the Diocese may be offered to families in need. Families may apply to the Chief Executive Officer of the Cairns Diocese via email, mail or phone to discuss their needs. Please see our "Contact Us" page for details.

*\* except where 42 absence days have already been recorded in the current financial year and specific documentary evidence is provided*