

Canterbury Early Learning Centre Fees Policy

(Students commencing 1/03/2021 and onwards)

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1. Purpose and Objectives

To clarify the requirements and expectations regarding Canterbury Early Learning Centre (ELC) fees, and the College Administrative requirements.

2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Child Care Subsidy	A Commonwealth Government payment to help families who use approved childcare services.
Early Learning Centre	Long day care education and care service offering an approved Kindergarten program.
Enrolment Contract	The legally binding agreement between the College and parents or any other individuals who are a party to the agreement. It is signed on acceptance of enrolment at the College.
Fees	All compulsory charges listed on the College Fee Schedule. This includes tuition fees and any fees and charges required to be paid prior to a student's commencement at the College. This does not include fees associated with Canterbury Plus (extracurricular) activities, overseas trips, incidental fees or administrative charges.
Jointly and severally liable	Two (2) or more persons are fully responsible equally for the liability.
Parent/Carer	The person(s) charged under law with the legal responsibility for the long-term interests of the student (usually parents).
Services Australia	A Federal Government department delivering government payments via Centrelink.

3. Policy Scope/Coverage

The Policy applies to the ELC and the way the billing and collection of fees will be performed. The Policy seeks to guide the Finance Department, Parents/Carers and relevant staff in Junior School as to their role and responsibility in the billing and collection of fees and how this affects the student enrolment.

4. Policy statement

4.1 General

Fees shall be set by the Board and reviewed each year as part of the budget process. The Board reserves the right to change fees at any time. Parents/Carers shall be notified of any changes as they occur.

Parents/Carers who have signed the Enrolment Contract with the College are jointly and severally liable for the student's fees and any other associated costs, unless a court order specifies differently. Parents/Carers are required to provide the Finance Department with a copy of all court orders which affect their school fee payment obligations.

4.2 Payment of Fees and Charges

Fees will be charged fortnightly in advance. Statements will be sent electronically.

Fees must be paid via Direct Debit as the preferred payment method. Parents/Carers must consent to Canterbury College Direct Debiting from their bank account or credit card (Visa/Mastercard/AMEX only) for all fees that parents incur by using the Service. Direct debit details must be kept up to date at all times. The Service does provide access an EFTPOS machine for card payments as well as via the Xplor platform; however, these are not the preferred method of payment.

Please be aware that using services provided by third parties may result in additional charges, as outlined in their terms and conditions agreed upon during registration such as dishonouring fees.

Fee payments are processed on the day statements are issued.

Families are issued with a Statement of Entitlement on a fortnightly basis in accordance with the fee payment and Regulatory requirements

The Statement of Entitlement includes details of the sessions of care provided and the resulting fee reduction amounts

The Statement of Entitlement is generated using our CCS Software which meets all legislative requirements, including prescribed and non-prescribed recording obligations. Discounts are not applicable to students enrolled in the ELC.

A student cannot be enrolled in any activities where supplementary charges are levied, if fees are in arrears, unless prior arrangements have been made.

Action taken on overdue accounts will be in line with clause 4.8 below.

4.3 Enrolment Acceptance Fee

The Enrolment Acceptance Fee is non-refundable and must be paid prior to the student's commencement at the ELC.

Students who wish to progress to Prep at Canterbury College, must indicate their intention on the application for enrolment.

4.4 Late pickup fee

Late pickup fees may apply for students being collected after the official hours of operation of the ELC as set out in the ELC Handbook.

4.5 Progression from ELC to Prep

Parents need to complete a new Enrolment Contract for their child to progress from ELC to Prep by 30 June of the Kindy year to ensure a place is secured for their child.

4.6 Child Care Subsidy

Child Care Subsidy (CCS) is a payment from the Government providing financial assistance towards the cost of your child's care and reduce the cost of your total childcare fees. It is available to you if you are a parent, foster parent or grandparent with a child in your care who is attending a childcare program approved by the Government. There are certain requirements you need to meet to be eligible for CCS. Until your CCS has been approved and has commenced, the College will require full payment of your child's fees.

Further information may be obtained from this link:

[Child Care Subsidy - Services Australia](#)

- 4.6.1 Child Care Subsidy (CCS) is available to all Parents/Carers who meet the eligibility requirements. Approved Parents/Carers receive this as a deduction from fees. It cannot be claimed as a tax deduction at the end of the year. Parents/Carers may make an application through their Parent/Carer MyGov account/Centrelink. Full fees will be charged until CCS is approved.
- 4.6.2 Parents/Carers are responsible for supplying the College with the correct Customer Reference Numbers (CRNs), dates of birth and names via the enrolment forms. This information must match the information given to Centrelink and be provided to the College before commencement.
- 4.6.3 Keeping records up to date with Centrelink has a direct impact on CCS payments received by the College. Parents/Carers are responsible for checking their fee statements to ensure the correct CCS payment has been applied.
- 4.6.4 Additional government rebates which may apply to students remain the responsibility of the Parent/Carer. Parents/Carers need to provide any information regarding this to the College.

4.7 Entitlements when your child is absent

4.7.1 Annual Start Date

The commencement date for all ELC students is the first working day in the first week in January. Students commencing mid-year will start on a date agreed between the Head of Early Learning and the parent/carer.

4.7.2 Operating hours

The ELC operates between 6:45am to 6:00pm (excluding Saturday, Sunday and Public Holidays), 50 weeks per year (closing two weeks over the Christmas period).

4.7.3 Absence Days

The College charges Parents/Carers for days that their child is absent. Parents/Carer will receive CCS for days their child is absent where the absences fall within Commonwealth Guidelines.

Families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

4.7.4 Public holidays

We do not charge for public holidays and they do not count towards your forty-two (42) absences each year.

4.7.5 School holidays

Families are entitled to a four (4) week fee holiday during which they will receive a 50% reduction in gap fees charged. This can be taken at their discretion and excludes public holidays and mandatory holiday closure at the end of the year (December and January – dates as communicated).

Families must provide the centre with at least two weeks' notice prior to the intended holiday period for the holiday discount to apply.

The Service reserves the right to decline requests for a fee reduction if the required two-week notice period is not met.

4.8 Action on Overdue Accounts

4.8.1 The Board of Directors has determined that the College will not educate students whose fees are unpaid except where special arrangements for payment have been made in writing.

4.8.2 If it is not possible to pay an account by the due date, parents/ carers are required to contact the Head of Business and Infrastructure immediately in order to discuss payment arrangements.

4.8.3 Two weeks after the due date for payment of fees, the Finance Department will report to the Principal on all overdue accounts. The Principal will authorise the issuing of accounts rendered including an account service fee of \$25.00 per month for each month the account is overdue.

4.8.4 If the ELC fees remain unpaid and no special arrangements have been made, the student's enrolment of the ELC may be suspended until the fees are paid in full or other arrangements made. No reduction in fees will be given for such a period of termination.

4.8.5 If Fees remain unpaid and no arrangements have been made within two weeks

from the due date, enrolment will be terminated.

4.8.6 The Parents/Carers shall be liable for any expenses, costs or disbursements incurred by Canterbury College in recovering or attempting to recover outstanding monies on an indemnity basis, whether by a debt collection agency or solicitors retained by the College.

4.8.7 Fees remaining unpaid may be handed over for debt collection which may result in legal action and could lead to negative credit ratings with credit bureaus.

4.9 Arrangements for Deferred Payments

If the ELC fees cannot be met by the due date for payment, short-term arrangements may be made to pay fees by instalments by writing to the Head of Business and Infrastructure prior to the due date. Request to pay fees over a longer period will be treated on a case-by-case basis.

4.10 Holding Fee

The College is unable to hold any unpaid ELC places due to extended absences.

4.11 Overpayments

Any overpayment of fees will be credited to the family account.

4.12 Fees reimbursed on unenrolment

If, at the end of enrolment, the family account is in credit, any fees will be refunded to the family 8 weeks following the child's last day of attendance

5. Guidelines/Procedure/Process

The procedures and processes are outlined in the Policy Statement.

6. Roles and Responsibilities

6.1 College Board

College Board reviews and approves fee schedule annually.

6.2 Principal

The Principal is responsible for recommending fees annually and approving holding/payment arrangements, refunds and concessions outside the scope of the Finance Department.

6.3 Head of Business and Infrastructure

The Head of Business and Infrastructure is responsible for reviewing the billing and school fee collection process. They report to the Principal and the College Board.

6.4 Accounts Receivable

Accounts Receivable (ELC administration) is responsible for issuing school fee accounts in a timely manner. Sending school fee account reminders, reviewing school fee accounts, monitoring payment arrangements and communication with families regarding outstanding school fees, etc.

6.5 The Enrolments Manager

The Enrolments Manager is involved in regular credit meetings with the Accounts Receivable department and Head of Business and Infrastructure.

6.6 Debt Collection Agency

The College's appointed debt collection agency is responsible for debt collection activities as per the scope of the fees policy. This process may involve solicitors and credit bureaus.

6.7 Parents/Carers

Parents and Carers are responsible for adhering to this policy and meeting the financial obligations associated with the enrolment of their child/ren at the College.

7. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed annually. Canterbury College on behalf of Canterbury Early Learning Centre, however, reserves the right to review this policy at any time. Families will be notified of changes to policies within 14 days to ensure they remain informed and can provide feedback or ask questions as needed.

Version Number:	v1.02026
Policy Library:	Business/Finance
Responsible Officer	Head of Business and Infrastructure
Approval Authority:	Principal
Last Approval Date:	1 April 2026
Review Date:	1 April 2027
Related Policies/Procedures:	Enrolment contract
Acknowledgements:	Privacy Act 1988 (Cth)
Link to National Law	175 – Offence relating to requirement to keep enrolment and other documents
Link to National Regulations	111 - Administrative space 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
Links to the National Quality Standard	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
Link to Queensland Child Safe Standards	Standard 3 – Family and Community Standard 10 – Policies and Procedures
Resources	Australian Children's Education & Care Quality Authority. (2014). Australian Children's Education & Care Quality Authority. (2023). Guide to the National Quality Framework. Australian Children's Education & Care Quality Authority. (2021). Policy and procedure guidelines. Payment of Service Fees and Provision of a Statement of Fees Charged by the Service. Australian Government Department of Education Child care discount for early childhood workforce Australian Government Department of Education. Child Care Provider Handbook https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook Australian Government Department of Education Early Childhood and Care https://www.education.gov.au/earlychildhood Australian Government Department of Education (2024). Education and Care Services National Law Act 2010. (Amended 2023). Education and Care Services National Regulations. (Amended 2023). Family Assistance Law