



Early Education Enrolment Guide

July 2026

Welcome to Northside Community Service

At Northside Community Service (NCS), we believe that all children have the right to quality early childhood education. We advocate for each child's right to be heard, to belong to a safe learning community and to become active participants in their community and world.

This Fee and Enrolment Guide provides information on how we charge fees, and how we meet the requirements of the Federal Government's Child Care Package.

If you have any questions, please contact us at 02 6171 8000, 0450 761 194, or email earlychildhood@northside.asn.au.

Purpose

To provide information and a clear outline of requirements for the processing and payment of Early Childhood Centre Fees.

This Guide is current as at 06 July 2026 and is subject to change. All families will be provided with a new copy of the Guide should it be updated.

Fees Payable

Fees are payable for all permanent and casual enrolments. Please refer to our website <https://www.northside.asn.au/early-education/> for more information.

Permanent Enrolments - All Centres

The amount of fees payable is included on the fortnightly statement provided to the parent or guardian.

Fees are payable for all:

- Sick days
- Personal holidays
- Public holidays
- Other non-attendance with the exception of centre closure

Northside Community Service cannot swap days of enrolment, cannot arrange make up days, nor offer reduced rates for extended holiday periods.

Northside Early Childhood Centres are closed from close of business on the last business day before 25 December and reopen the first

business day in the New Year (January). Fees will not be charged during this close down period.

Full-time enrolments

For a child enrolled 5 days per week a standard enrolment session of 10 hours per day will be charged at the same daily rate.

This 10-hour session is only available to full-time enrolments, and is provided to ensure that families do not exceed the maximum 100 CCS hours provided by the Department of Human Services (DHS).

Casual enrolments

Casual enrolments are available for existing permanent enrolments at all centres.

Casual enrolments are not guaranteed and can only be booked if positions are available on any given day.

Cancellations of casual enrolments must be made 48 hours prior to your enrolled day by emailing earlychildhood@northside.asn.au. Cancellations after this time will incur the full fee for the session previously booked.

Late departure fees will apply to casual enrolments.

A Fee Schedule will be provided to you separately along with this Guide and other important enrolment information.

Child Care Subsidy

The Child Care Subsidy (CCS) is a payment provided by the Federal Government to lower the fees paid by families for their child's enrolment in early education and care.

The CCS system is managed by Services Australia and not by Northside Community Service. For more information visit servicesaustralia.gov.au.

The CCS is an estimate only and is shown in bold and underlined on your statement. This information is calculated and received from DHS.

The CCS may not be credited to your account until your child actually commences their enrolment and their Child Care Subsidy system enrolment is formalised.

As per the CCS System regulations, NCS submits attendances to Services Australia on a weekly basis. Services Australia confirms and, if required, amends the CCS, and any differences will be rectified on your next statement.

If you have a query about the CCS on your statement, please contact Centrelink to confirm your details including date of birth and Customer Reference Number (CRN).

Families are also advised to confirm with NCS that the CRNs and dates of birth for the account holder and the child(ren) provided to NCS are correct.

As per CCS system regulations, families are required to formally agree to the enrolment details for their child(ren) before their child commences their enrolment by signing a Complying Written Agreement. This process is completed in our online portal, and must be undertaken prior to the first enrolment day. Please speak to our Enrolments Officer if you are unsure of this requirement.

Payment Arrangement

Permanent Enrolment Fee Payments

Permanent Enrolment fee payments are to be made by direct debit from your nominated bank account or by credit card (Visa or MasterCard).

Please refer to the Terms and Conditions of our direct debit provider for information on fees and charges on credit card payments. A copy will be provided to you along with this document.

Permanent enrolment fees are invoiced fortnightly in advance and a statement is emailed to you for information purposes.

A direct debit schedule will be emailed to you upon confirming your child's enrolment.

Casual Enrolment Payments

Casual enrolment fee payments will be paid in the next billing period.

Defaults and Dishonoured Payments

Each dishonoured payment will incur a dishonoured payment fee from our direct debit provider and from NCS of \$25.00. Once a payment is dishonoured Northside Community Service will start debt recovery.

If your account remains outstanding for 15 days from the initial dishonoured payment your child(ren)'s enrolment will be ceased and your account will be forwarded to a debt recovery agency unless approved alternative arrangements have been made with NCS via accountsreceivable@northside.asn.au.

3 consecutive direct debit dishonours may also result in your enrolment being ceased.

In the event of the account remaining unpaid and being referred to a debt collection agency and/or law firm, all collection and legal demand costs will be added to the outstanding amount.

Bond Payments

A bond must be paid to reserve your child(ren)'s enrolment and is payable by the due date on your letter of offer. The bond will be equivalent to 1 week full fees for each child and will be at the current fee rate and pattern of attendance prior to CCS being applied.

Where an increase in attendance occurs, the increased bond payment must be paid prior to commencement of such changes.

Where a bond refund is necessary due to a reduction of days, families may request a refund using the appropriate form, or your family may elect to have the bond held until the position ceases in full.

The bond will be refunded after your child(ren)'s enrolment ends subject to settlement of all fees and charges and after all attendances have been submitted and retrieved from the CCSS.

NCS will retain the bond payment upon change of mind prior to enrolment commencing, but after accepting enrolment.

Bonds cannot be used to pay outstanding fees while your child(ren) is attending the Centre.

If NCS does not receive the bond payment by the due date, we reserve the right to offer the position to the next family on our waitlist.

Exceptional circumstances

For families who are experiencing exceptional circumstances and are unable to meet any of the bond payment requirements above, NCS has a range of support available to ensure that your child(ren)'s enrolment can still commence. Please let our Enrolments Team know if you need support as soon as possible.

Late Pick Up Fee

It is important to remember that the educators working at your child(ren)'s Early Childhood Centre finish their shifts at the closing time of the Centre. We ask that families ensure they have arrived before Centre closing time to pick up their child(ren).

A late fee will apply when families depart with their child(ren) after the Centre closing time. A flat fee of \$50.00 for each 10 minutes or part thereof will be charged and added to your next statement.

Cessation of Booking

Four (4) weeks written notice (email is accepted) to earlychildhood@northside.asn.au is required to reduce or cease your permanent enrolment. Your child(ren) must attend their last day of enrolment in order to be eligible for CCS on all days up to and including their last day of attendance. The end-of-year closure period cannot be used as the notice period.

If your child(ren) does not attend the centre on their first or last scheduled day, CCS can only be paid from the first day of physical attendance up to, and including, their last day of physical attendance.

If fees are charged in lieu of notice, no CCS will be attributable to those bookings as they are classed as absent days and your child will not have attended their final day.

Please note this is a requirement of the Federal Government, not Northside Community Service, and we do not have any capacity to make exceptions to this requirement. Please refer all questions to Services Australia.

Absences without Notice

Families are requested to inform the Centre in advance, or by 9:00am on the day, if their child(ren) are going to be absent. A phone call or email is acceptable.

After an unadvised absence of 1 week with no contact from the family, an email will be sent by a NCS representative to the family requesting the Centre be notified if the enrolment is to continue.

If no contact has been made in the second week of absence, a second email will be sent to inform the family that all outstanding fees are required to be paid immediately. The child(ren)'s enrolment will be forfeited if they fail to contact the Centre by the end of the second week.

The family will be responsible for paying for the full fees that may result from the child(ren)'s absence/s on the last day of enrolment.

Extended Absences

CCS cannot be applied for absences greater than 6 continuous weeks or once a child has accrued 42 single absences within a financial year. The centre will charge a holding fee equivalent to the current daily fee to hold the position for families who wish to maintain their child's position at the centre after this time.

Other Important Information

If your family has applied for any benefit from the Australian Government (such as CCS), full fees are required to be paid by the family until the benefit is approved and formal documentation, such as a letter from Centrelink, has been provided to NCS.

Once benefits have been approved by Services Australia, NCS can only update accounts via the CCS portal within the current financial year. Any claims for benefits prior to the current financial year will need to be resolved with Services Australia and Centrelink directly, and NCS is not able to assist with this process.

If your family has ongoing issues regarding application and/or approval of any benefits, the issue must be resolved between you and Services Australia and/or the external organisation. NCS has no authority with CCS payments, and is limited in the guidance we can provide.

Under no circumstances will accounts be permitted to go into arrears. Any overdue amounts will be followed up using Northside Community Service's normal debt recovery process.

From 1 January 2016 the Australian Government introduced the 'No Jab No Pay' measure. If children's vaccinations are not current and up-to-date, you may not be eligible for the CCS. For further information please contact Centrelink.

Priority of Access

NCS is committed to ensuring that children at risk of vulnerability and disadvantage are given every opportunity to access early education and care.

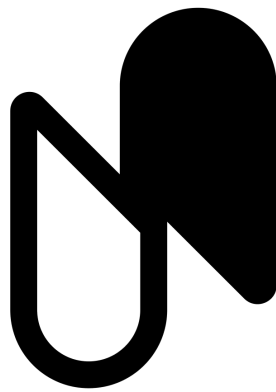
NCS offers priority of access to children according to the following priorities:

1. a child at risk of serious abuse or neglect;
2. a child of a single parent;
3. an Aboriginal or Torres Strait Islander family;
4. a child of a family which includes a person with a disability;
5. any other child.

Acknowledgement

Child's Name
Parent/Carer's Name
I have read and understand the Northside Community Service Early Education Fee and Enrolment Policy and agree to abide by it at all times.
Parent Signature
Date





NORTHSIDE
COMMUNITY SERVICE

northside.asn.au

earlychildhood@northside.asn.au

(02) 6171 8000