



FEE STATEMENTS & PAYMENTS

The Primary Carer will be e-mailed a weekly fee statement each Monday, showing a rolling four week period (3 previous weeks + current week).

If you are eligible for reduced fees via the Government's Child Care Subsidy, this will appear on your statement each week as a credit once you have approved your Certified Written Agreement (CWA) via Xplor and approved your child's enrolment via your MyGov portal. Your assessed CCS will appear on your statement once these steps have been completed and verified by Centrelink.

At Pacific Early Learning Centre we offer a range of options to pay your fees:

- EFTPOS/credit card (at ELC or College reception)
- Bank transfer (bank details are on last page of your fee statement)
- Direct Debit (refer to instructions below)

The direct debit facility we offer is integrated within our Xplor Childcare Management Software.

There are no additional charges for using either a bank account or credit card with our direct debit facility. However, there will be a dishonored fee charged if your payment declines. This will be added to your next direct debit amount.

To enter your bank/credit card details for the integrated direct debit system, below are the steps for you to follow:

1. Primary carer to login via their Xplor Home log-in or App
2. Select Finance from the menu
3. Select Direct Debit/Auto Debit Setup
4. You can choose to enter your credit card details or your bank details
5. Read through the Billing Agreement, then select "Agree"
6. We will then be notified your details have been added and we will schedule your first payment (Payments will be made on a weekly basis unless fortnightly payments are requested. The amount charged will be the balance as per your fee statement)
7. You can edit your banking details through this same tab at any stage

If you also have a child enrolled in our Outside School Hours Care Service, and want to set up a direct debit for OSHC also, you will need to toggle between Centres (by pressing the white "logo" circle in top right hand corner of the screen) and add your payment information at each individual Service.

Should you have any queries regarding the payment of your ELC Fees, please feel free to contact either Julie McCosker, our Service Leader (jmccosker@pacluth.qld.edu.au or 5436 7377), or Shannon Russell, our College Accountant (srussell@pacluth.qld.edu.au or 5436 7385)