

FEES POLICY

KINDERGARTEN FEE POLICY

Policy number	21	Version	V3.0
Responsible person	CFC Executive Director	Approved by CoM on	25 July 2023
Scheduled review date	February 2025		

PURPOSE

This policy will provide clear guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of the Craig Family Centre (CFC), by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided CFC.

POLICY STATEMENT

1. VALUES

The CFC is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts.
- ensuring there are no financial barriers for families wishing to access an early childhood program for their child/children.
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program funding, including government support and fees to be paid by parents/guardians.
- providing equitable access for families eligible for the Kindergarten Fee Subsidy.

2. SCOPE

This policy applies to the CFC's employees, parents/guardians with an enrolled child, or who wish to enrol a child at CFC.

3. BACKGROUND

The Department of Education and Training (DET) provides funding for each child who is enrolled and attending a funded kindergarten program in the 2 year's before school. Income from other sources, primarily fees, is required to meet all the additional costs incurred by the service in the delivery of the children's program. In addition, the Kindergarten Fee Subsidy (refer to *Definitions*) enables eligible children to attend a funded kindergarten program **free of charge in the 2 year's before school**.

DET also funds Early Start Kindergarten for three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs as outlined in *The Kindergarten Funding Guide* (refer to *Sources*).

Regulation 168(2) (n) of *Education and Care Services National Regulations 2011* requires that funded services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged and the payment process. All families must be informed of applicable term and annual fees at the time of enrolment. Services must also advise eligible families of the Kindergarten Fee Subsidy arrangements. The fees charged must comply with the Kindergarten Fee Subsidy requirements (refer to *Definitions*) and be responsive to the local community and the viability of the service. *The Kindergarten Funding Guide* (refer to *Sources*) outlines the criteria to be covered in the policy.

Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Charter of Human Rights and Responsibilities 2006* (Vic)
- *Child Wellbeing and Safety Act 2005* (Vic)
- *Disability Discrimination Act 1992* (Cth)
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011: Regulation 168(2)(n)*
- *Equal Opportunity Act 1995* (Vic)
- *National Quality Standard*, including Quality Area 7: Governance and Leadership

4. DEFINITIONS

The terms defined in this section relate specifically to this policy.

Approved child care: Approved child care services are services that have Australian Government approval to receive the Child Care Subsidy (refer to Definitions) on behalf of eligible parents. Approved child care includes centre-based day care, including long day care and occasional care, family day care, outside school hours care and in-home care.

Child Care Subsidy (CCS): A Commonwealth Government means tested subsidy to assist eligible families with the cost of child care. Payments are paid directly to approved child care providers. Further information can be found at: <https://www.education.gov.au/child-care-subsidy-0>

Early Start Kindergarten: A funding program that enables three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection to attend a kindergarten program that is planned and delivered by an early childhood teacher for up to 15 hours per week. Details are available at: www.education.vic.gov.au

Excursion/service event charge: An additional charge required to meet the cost of special events or excursions that occur in response to emerging children's program needs. Events that are planned ahead and are included as an expenditure item in the service's budget do not incur this additional charge (refer to *Excursions and Service Events Policy*).

Wrap around care, this is a fee charged for children requiring care before their kindergarten session commences or after the kindergarten session ends in line with the operation hours of the centre

Health Care Card: A Commonwealth Government entitlement providing concessions for low-income earners and other eligible people. Details are available at: www.humanservices.gov.au

Kindergarten Fee Subsidy (KFS): A state government subsidy paid in addition to per capita grants to subsidise the costs of parent fees and enable eligible children to attend a funded kindergarten for 15 hours free of charge (*The Kindergarten Funding Guide* (refer to Sources)).

Late collection charge: A charge that may be imposed by the Approved Provider when parents/guardians are late to collect their child/children from the program (refer to Attachment 1 – Fee information for families).

Voluntary parent/guardian contribution: A voluntary payment for items not directly related to the provision of the children's program. Attendance at the service is not conditional on this payment.

1. PROCEDURES

The Approved Provider and Person with Management and Control are responsible for:

- reviewing the current budget to determine fee income requirements
- developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- implementing and reviewing this policy in consultation with parents/guardians, the Executive Director and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to *Sources*)
- considering any issues regarding fees that may be a barrier to families enrolling at CFC and removing those barriers wherever possible
- reviewing the effectiveness of the procedures for late payment and support offered
- considering options for payment when affordability is an issue for families
- clearly communicating this policy and payment options to families in a culturally-sensitive way, and in the family's first language where possible
- ensuring that the *Fees Policy* is readily accessible at the service (Regulation 171)
- providing all parents/guardians with fee information (refer to Attachment 1)
- providing all parents/guardians with a statement of fees and charges (refer to samples in Attachments 2 and 3) upon enrolment of their child
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachments 4 and 5)
- ensuring fees are collected and receipted
- collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable
- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians a minimum of 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2)), and ideally providing one term's notice.

The Executive Director is responsible for:

- assisting the Approved Provider in developing this policy, and ensuring that this policy is based on the *Kindergarten Funding Guide* (refer to *Definitions*)
- implementing and reviewing this policy, in consultation with parents/guardians, the Approved Provider and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to *Sources*)
- considering any issues regarding fees that may be a barrier to families enrolling at CFC and removing those barriers wherever possible
- considering options for payment when affordability is an issue for families
- communicating this policy, the availability of the Kindergarten Fee Subsidy and payment options to families in a culturally-sensitive way and in the family's first language where possible
- providing all parents/guardians with fee information (refer to Attachment 1)
- providing all parents/guardians with a statement of fees and charges (refer to samples in Attachments 2 and 3) upon enrolment of their child, and ensuring that the *Fees Policy* is readily accessible at the service
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachments 4 and 5)
- collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable

FEES PROCEDURES

- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.

All other staff are responsible for:

- informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- referring parents'/guardians' questions in relation to this policy to the Approved Provider.

Parents/guardians are responsible for:

- reading the CFC Fee information for families (refer to Attachment 1), the Fee Payment Agreement (refer to Attachments 4 and 5) and the Statement of Fees and Charges (refer to Attachments 2 and 3)
- signing and complying with the Fee Payment Agreement (refer to Attachments 4 and 5)
- notifying the Approved Provider if experiencing difficulties with the payment of fees
- providing the required documentation to enable the service to claim the Kindergarten Fee Subsidy for eligible families (refer to Attachment 1 – Fee information for families).

2. EVALUATION

In order to assess whether the values and purposes of this policy have been achieved, the Craig Family Centre:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary because of a risk

3. RELATED POLICIES

Craig Family Centre policies

- *Complaints and Grievances Policy*
- *Delivery and Collection of Children Policy*
- *Enrolment and Orientation Policy*
- *Excursions and Service Events Policy*
- *Inclusion and Equity Policy*
- *Privacy and Confidentiality Policy*

ATTACHMENTS

- Attachment 1: Fee information for families
- Attachment 2: Statement of Fees and Charges – Fee schedule – Four-year-old (funded) kindergarten program
- Attachment 3: Statement of Fees and Charges – Fee schedule – Three-year-old kindergarten program
- Attachment 4: Fee Payment Agreement – Four-year-old (funded) kindergarten program
- Attachment 5: Fee Payment Agreement – Three-year-old kindergarten program

ATTACHMENT 1

Fee information for families

The Craig Family Centre 2023

1. General information

The Department of Education and Training (DET) provides funding for each child enrolled and attending kindergarten in the 2 year's before school as a contribution toward the costs of providing the program. Services meet the balance of costs through charging fees and fundraising activities.

DET provides a Kindergarten Fee Subsidy (see below) that enables children from eligible families to attend a kindergarten program free of charge in the 2 year's before school.

DET also provides funding to assist eligible three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs.

DET provides Child Care Subsidy to eligible families who meet the income and activity test criteria. This subsidy is paid directly to CFC. Families are required to log in to the mygov site to accept their child's attendance at the Craig Family Centre.

Craig Family Centre provides a range of support options to parents/guardians experiencing difficulty with payment of fees (see below).

2. How fees are set

As part of the budget development process, the Committee of Management sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided for the program, including the Kindergarten Fee Subsidy
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of *The Kindergarten Funding Guide* (Department of Education and Training) available from the DET website: www.education.vic.gov.au

Once fees are set for the year, they will only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses.

3. Other charges

Other charges levied by CFC are included on the Statement of Fees and Charges. These include:

- **Excursion/service event charge:** At times throughout the year an additional excursion(s) or event(s) may be arranged where it is considered relevant to the service's program and the children's interests. At this time any additional costs to families are taken into consideration before a decision is made (refer to *Excursions and Service Events Policy*).
- **Voluntary Educational levy:** Parents/guardians are encouraged by the service to keep costs more affordable by paying a half-yearly voluntary payment of \$300 is requested, which will support extended educational programs and educational materials within the kinder. **Wrap around care**, this is a fee charged for children requiring care before their kindergarten session commences or after the kindergarten session ends in line with the operation hours of the centre.

FEES ATTACHMENTS

- **Late collection charge:** The Committee of Management reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will be set at a level determined by the Committee of Management.

4. Statement of fees and charges

A statement of fees and charges for all Children's Services will be provided to families on enrolment.

5. Fundraising

Not all service costs are covered by DET per capita funding and the fees charged. Fundraising is undertaken to meet the balance and/or pay for additional items for the service. While participation in fundraising is voluntary, the support of every family is encouraged. Fundraising activities are also an opportunity for families and communities to come together.

6. Subsidies

6.1 Early Start Kindergarten fee subsidy

Three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection are eligible to attend a funded early childhood program that is planned and delivered by a qualified early childhood teacher free of charge. The service receives funding for children who meet the eligibility criteria. Contact the service for further information.

6.2 Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is an Australian Government payment that can assist eligible families with the costs of childcare at an approved or registered care provider. Craig Family Centre is an approved child care provider.

Approved care is childcare that meets certain standards and requirements and is approved by the Australian Government. Approved care providers must hold a licence to operate, have qualified and trained staff, be open certain hours and meet health, safety and other quality standards. Most long day care, family day care, before-and-after school care, vacation care, some occasional care and some in-home care childcare services are approved providers.

The amount payable is set by the Australian Government. Further details are available at: www.humanservices.gov.au (Note: There are changes to child care assistance from 2 July 2018. More information about the New Child Care Package can be found at: www.education.gov.au)

CCS is applied to wrap around care

7. Payment of fees

The Committee of Management will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Fees for wrap around care will be invoiced to parents/guardians directly and must be paid by the date indicated on the invoice. Each invoice will be accompanied by payment instructions.

Parents/guardians experiencing difficulty in paying fees are requested to contact the Executive Director to arrange a suitable alternative payment plan. The *Privacy and Confidentiality Policy* of the service will be complied with at all times in relation to a family's financial/personal circumstances.

8. Unpaid fees

If wrap around care fees are not paid by the due date, the following steps will be taken.

- An initial reminder letter will be sent to parents/guardians with a specified payment date and will include information on a range of support options available for the family.
- Where payment is still not received, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.

FEES ATTACHMENTS

- Failure to attend the meeting and continued non-payment may result in a second and final letter notifying parents/guardians that the child's place at the service may be withdrawn unless payment is made, or a payment plan is entered into within a specified period of time. This letter will also include information on a range of support options available for the family.
- The Committee of Management will continue to offer support and will reserve the right to employ the services of a debt collector.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.
- No further enrolments of children from the parents/guardians will be accepted until all outstanding fees have been paid.

9. Refund of fees

Wrap around care fees are paid two weeks in advance these will be refunded should a child leave care for any reason and fees have been paid.

In any other case, fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the Committee of Management. There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays
- family holiday during operational times
- closure of the service for one or more days when a qualified educator is absent and a qualified reliever is not available
- closure of the service for staff training days
- closure of the service due to extreme and unavoidable circumstances.

In addition, there will be no refund where a family chooses not to send their child to the program for the maximum number of hours for which they are enrolled.

10. Support services

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the Craig Family Centre Early Learning Support Co Ordinator.

11. Notification of fee changes during the year

Fees set for the year would only be reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point. Parents/guardians will be notified one term in advance of any required fee increase and will be offered the option to request a payment plan.

FEES ATTACHMENTS

ATTACHMENT 2 Statement of Fees and Charges



7 Samarinda Avenue
ASHBURTON VIC 3147

Telephone: 03 9885 7789
Email: administration@craigfc.org.au
www.craigfc.org.au

Craig Family Centre – 2020 Fee schedule Four-year-old (funded) kindergarten

Hours: [number of hours] hours per week

	Fees (\$)	Other charges (\$)	Total (\$)	Families eligible for the Kindergarten Fee Subsidy		
				Fees (\$)	Other charges (\$)	Total (\$)
Kindergarten fee deposit	[amount]	[item and cost]	[charge]	[amount]	[item and cost]	[charge]
Term 1	[amount]	[item and cost]	[charge]	[amount]	[item and cost]	[charge]
Term 2	[amount]	[item and cost]	[charge]	[amount]	[item and cost]	[charge]
Term 3	[amount]	[item and cost]	[charge]	[amount]	[item and cost]	[charge]
Term 4	[amount]	[item and cost]	[charge]	[amount]	[item and cost]	[charge]
Total	[amount]	[item and cost]	[charge]	[amount]	[item and cost]	[charge]

Payment of fees

Invoices will be issued [timeframe] and must be paid by the due date.

Kindergarten fee deposit

Parents/guardians are required to pay the fee deposit on offer of a place. This payment is retained and deducted from term fees. Payment will secure the child's place in the four-year-old (funded) kindergarten program.

Kindergarten Fee Subsidy

Families who are eligible for the Kindergarten Fee Subsidy (refer to Fee information for families) **will not be required to make fee payments.**

Child Care Subsidy (CCS)

For information on the Child Care Subsidy, refer to Fee information for families.

Late collection charge [delete if not applicable]

The Committee of Management/Board [delete whichever is not applicable] reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child (refer to Fee information for families).

FEES ATTACHMENTS

ATTACHMENT 3 Statement of Fees and Charges



7 Samarinda Avenue
ASHBURTON VIC 3147

Telephone: 03 9885 7789
Email: administration@craigfc.org.au
www.craigfc.org.au

Craig Family Centre – 2020 Fee schedule

Three-year-old kindergarten

Hours: [number of hours] hours per week

	Fees (\$)	Other charges (\$)	Total (\$)
Kindergarten fee deposit	[fees]	[item and cost]	[charge]
Term 1	[fees]	[item and cost]	[charge]
Term 2	[fees]	[item and cost]	[charge]
Term 3	[fees]	[item and cost]	[charge]
Term 4	[fees]	[item and cost]	[charge]
Total	[fees]	[item and cost]	[charge]

Payment of fees

Invoices will be issued [timeframe] and must be paid by the due date.

Kindergarten fee deposit

Parents/guardians are required to pay the fee deposit on offer of a place. This payment is retained and deducted from term fees. Payment will secure the child's place in the three-year-old kindergarten program.

Early Start Kindergarten fee subsidy

Families who are eligible for the Early Start Kindergarten fee subsidy (refer to Fee information for families) will not be required to make fee payments.

Child Care Subsidy (CCS)

For information on the Child Care Subsidy, refer to Fee information for families.

Children turning three during the year

Full payment from the first day of Term 1 is required if a place is to be reserved for a child in the three-year-old kindergarten program. Children can only commence the program when they have turned three.

Late collection charge [delete if not applicable]

The Committee of Management/Board [delete whichever is not applicable] reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child (refer to Fee information for families).

FEES ATTACHMENTS

ATTACHMENT 4 Fee Payment Agreement

2020

Four-year-old (funded) kindergarten program

Please complete this form and return to Craig Family Centre by 15 December 2019

Fee payment contract

Child's full name: _____

Parent's/guardian's full name: _____

- I/we acknowledge that the four-year-old kindergarten program is partly funded by the state government, with the balance of funds coming from fees paid by parents/guardians.
- I/we understand that I/we am/are entitled to obtain the Kindergarten Fee Subsidy if I/we meet one of the criteria. If my/our eligibility lapses, then I/we understand that full payment of fees is required from the beginning of the following term.
- I/we agree to pay fees by the due date on the invoice.
- I/we understand that term fees are non-refundable.
- I/we acknowledge that if fees are not paid by the due date, the Committee of Management will implement the late payment of fees procedures, as outlined in the *Fee Information for Families*, which could result in the withdrawal of my/our child's place at the service and no further enrolments until the outstanding fees are paid.
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Executive Director to discuss alternative payment options.
- I/we acknowledge that I/we have received and read the service's Fee information for families, which outlines the procedure for payment of fees.

Kindergarten Fee Subsidy

Please advise if the child is Aboriginal or Torres Strait Islander *Please tick:* Yes No

Please indicate below which concession you are eligible for – the criteria are outlined on Attachment 1 Section 6.

Concession: _____

Except in the case of an Aboriginal or Torres Strait Islander child, supporting documentation will need to be sighted on commencement at Craig Family Centre by the Enrolment Officer.

Note: the eligibility of concessions may vary from time-to-time. Up-to-date information can be found in *The Kindergarten Funding Guide* (Department of Education and Training):

www.education.vic.gov.au

Signature (parent/guardian)

Date

Note: Invoices, receipts and collection of fees will be in accordance with the Craig Family Centre's *Fees Policy*.

FEES ATTACHMENTS

ATTACHMENT 5 Fee Payment Agreement

2020

Occasional Care and 3 Year Old Kindergarten program

Please complete this form and return to Craig Family Centre by 15 December 2019.

Fee payment contract

Child's full name: _____

Parent's/guardian's full name: _____

- I/we acknowledge that the program is funded by the Federal government through Child Care Subsidy (CCS), if eligible and we agree to follow all necessary steps to ensure the Craig Family Centre can access the subsidy.
- I/we agree to pay fees by the due date on the invoice. Eligibility for Early Start Funding (ESK) is listed below. If applicable, fees do not apply.
- I/we acknowledge that if fees are not paid by the due date, this could result in the withdrawal of my/our child's place at the service and no further enrolments being accepted until the outstanding fees are paid.
- I/we understand that term fees are refundable if two weeks' notice of withdrawal is provided. All refunds will be pro-rata.
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Executive Director to discuss alternative payment options.
- I/we acknowledge that I/we have received and read the service's Fee Policy, which outlines the procedures for payment of fees.

Signature (parent/guardian)

Date

Note: invoices, receipts and collection of fees will be in accordance with the Craig Family Centre *Fees Policy*.

Early Start Kindergarten

Three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection are eligible to attend a funded early childhood program that is planned and delivered by a qualified early childhood teacher free of charge. The service receives funding for children who meet the eligibility criteria. Contact the service for further information.

Please advise if the child is Aboriginal or Torres Strait Islander Please tick: Yes No

Please advise if the child or any family member is or has been known to child protection

Please tick: Yes No