Fees Policy

**Mandatory – Quality Area 7**

# Purpose

This policy will provide clear guidelines for:

* the setting, payment and collection of fees
* ensuring the viability of Syndal Preschool,by setting appropriate fees and charges
* the equitable and non-discriminatory application of fees across the programs provided by Syndal Preschool.

# Policy statement

## Values

Syndal Preschool 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.

## Scope

This policy applies to the Approved Provider, Person with Management and Control, Nominated Supervisor, Person in Day-to-Day Charge, educators and parents/guardians with an enrolled child, or who wish to enrol a child at Syndal Preschool.

## Background and legislation

#### Background

The Department of Education and Training (DET) provides funding for each child who is enrolled and attending a funded kindergarten program in the year 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 year 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*).

DET 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, as required under Regulation 168(2) (n), 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 – Fees Policy* (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

## Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

**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](http://www.education.vic.gov.au)

**Enrolment application fee:** A payment to cover administrative costs associated with the processing of a child’s enrolment application for a place in a program at the service.

**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*).

**Fees:** A charge for a place within a program at the service.

**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](https://www.humanservices.gov.au/)

**Kindergarten fee deposit:** A charge to secure a place that has been offered in a program at the service. This is deducted from term fees.

**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).

**Registered carer:** Registered child care is provided by individuals who are registered as carers with the Department of Human Services. A registered carer may include grandparents, relatives, friends, neighbours or nannies. In some cases, it can also include care provided by individuals in private preschools, kindergartens and some outside school hour services, including before and after school care, vacation care and holiday programs: [www.humanservices.gov.au](https://www.humanservices.gov.au/) (Note: There will be 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](http://www.education.gov.au))

**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.

## Sources and related policies

#### Sources

* *The Kindergarten Funding Guide (Department of Education and Training):* [www.education.vic.gov.au](http://www.education.vic.gov.au)
* The constitution of [Service Name]

#### Service 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*

# 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 Nominated Supervisor 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 [Service Name]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 Nominated Supervisor and Person in Day-to-Day Charge 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 [Service Name] 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
* 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 [Service Name] 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).

# Evaluation

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

* 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.

# 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 6: Fee Overdue Letter
* Attachment 7: Fee Late Fee Payment
* Attachment 8: Expiry of Health Care Card
* Attachment 9: Fee Adjustment Letter
* Attachment 10: Fee Reminder Letter
* Attachment 11: Final Fee Overdue Letter & Notice of Termination

# Authorisation

This policy was adopted by the Approved Provider of Syndal Preschool on August 2019.

# Review date: August 2020, Annually

**Attachment 1**

**Fee information for families**

Syndal Preschool 2019/2020

1. **General information**

The Department of Education and Training (DET) provides funding for each child enrolled and attending kindergarten in the year 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 year 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.

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

1. **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](http://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.

1. **Other charges**

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

* **Enrolment deposit:** This payment secures a child’s place at the service and is payable on acceptance of enrolment. The deposit is retained as part payment on term fees. Families eligible for the Kindergarten Fee Subsidy (see below) are not required to pay the deposit. Families experiencing hardship should discuss any difficulties with the service.
* **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*).
* **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 is set at a level determined by the Committee of Management as follows:
	+ **0 to 30 minutes late - $50 flat**
	+ **Each additional 15 minutes interval after the initial 30 minutes - $25**

Unless otherwise reviewed by the Committee of Management, the rates above are not pro-rata. For example, if a parent is late for 40 minutes, s/he will be charged a total of $75 ($50 for the initial 30 minutes and $25 for the remaining 10 minutes).

1. **Statement of fees and charges**

A statement of fees and charges for four-year-old or three-year-old kindergarten will be provided to families on enrolment.

1. **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.

1. **Subsidies**
	1. **Kindergarten Fee Subsidy (four-year-old programs only)**

The Kindergarten Fee Subsidy is provided by DET and enables eligible children to attend 15 hours of kindergarten free of charge. Eligibility conditions may change from time-to-time and must be checked in the most recent edition of the *Kindergarten Funding Guide* (refer to *Sources*).

Families may be eligible for the Kindergarten Fee Subsidy in the year before school if their child:

• is Aboriginal and/or Torres Strait Islander; or

• holds, or has a parent/guardian who holds a Humanitarian or refugee Visa; or

• is a multiple birth child (triplets or more); or

• holds, or has a parent who holds a Commonwealth Health Care Card, Pensioner Concession Card or Veteran’s Affairs Card.

Exclusions and exceptions: Not available for long day care services in receipt of Commonwealth Child Care Benefit.

Where a child is identified by a parent, carer or legal guardian as an Aboriginal and/or Torres Strait Islander, no verification is required.

In all other instances, supporting documentation should be sighted by the service on acceptance of a place or on commencement in the program, however where there are delays, such as in obtaining health care cards for children in out-of-home care, the delay should not provide a barrier to the child accessing the Kindergarten Fee Subsidy. Families are eligible for the Kindergarten Fee Subsidy for the full term in which their concession is valid. Contact the service for further information.

* 1. **Early Start Kindergarten fee subsidy**

Three-year-old Aboriginaland Torres StraitIslander 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.

1. **Payment of fees**

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

Fees 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. The first instalment fees must be received in full prior to the child commencing at the service. For children enrolled after the commencement of a term, a pro rata invoice will be issued and must be paid in full within 14 days of the child’s commencement at the service. Receipts will be provided for all fee payments.

Parents/guardians experiencing difficulty in paying fees are requested to contact the appropriate Fees Officer 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.

1. **Unpaid Fees**

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

**Late Payment of Fees**

Any family who has not paid their fees by the due date, and has not contacted the Fees Officer prior to the due date, will be charged a late fee of $50.00 per child. If fees remain outstanding within 14 days, and no arrangement has been reached between the Fees Officer and the family for an alternative payment plan, a final notice will be issued to the family giving them 24 hours’ notice of termination of placement at the Preschool. The Committee reserves the right to employ the services of a debt collector.

* 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.
* 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 Managementwill 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 24 hours’ notice in writing.
* No further enrolments of children from the parents/guardians will be accepted until all outstanding fees have been paid.
1. **Refund of fees**

If a family becomes eligible for the Kindergarten Fee Subsidy during a term, a full refund of the applicable term fees (and fee deposit, where appropriate) will be provided. Fees may still apply for programs offering more than the required minimum hours per week.

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.

1. **Children turning three during the year of enrolment**

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.

1. **Support services**

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the kindergarten service provider or alternatively families may contact the local council.

1. **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.

**Attachment 2**

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**Statement of Fees and Charges**

**Fee schedule 2020**

**Four-year-old (funded) kindergarten**

Hours: 15 hours per week

|  |  |
| --- | --- |
|  | Fees ($) |
| Enrolment deposit | 200.00 (refunded in Term 4) |
| Term 1 | 600.00 (to be paid before AGM in November 2019)AVERAGE $4 PER HOUR |
| Term 2 | 600.00 |
| Term 3 | 600.00 |
| Term 4  | 400.00 (less 200.00 refund of enrolment deposit) |
| Total | 2400.00 |

#### Payment of fees

Invoices will be issuedand 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 termfees. 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.

#### 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 (refer to Fee information for families).

**Late payment charge**

A late payment fee of $50 will be applied if fees are not paid by the due date and the family has not contacted the Fees Officer prior to the due date. A late payment fee of $50 will be added to the following invoice or an amended invoice may be issued.

**Attachment 3**

**Statement of Fees and Charges**

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**Fee schedule 2020**

**Three-year-old kindergarten**

**Hours: 6 hours per week**

|  |  |
| --- | --- |
|  | Fees ($) |
| Enrolment deposit | 200.00 (refunded in Term 4) |
| Term 1 | 610.00 (to be paid before AGM in November 2019)AVERAGE $10.15 PER SESSION |
| Term 2 | 610.00 |
| Term 3 | 610.00 |
| Term 4  | 410.00 (less 200.00 refund of enrolment deposit) |
| Total | 2440.00 |

#### Payment of fees

Invoices will be issued 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.

#### 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

The Committee of Management 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).

**Late payment charge**

A late payment fee of $50 will be applied if fees are not paid by the due date and the family has not contacted the Fees Officer prior to the due date. A late payment fee of $50 will be added to the following invoice or an amended invoice may be issued.

**Attachment 4**

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**Fee Payment Agreement**

**Four-year-old (funded) kindergarten program**

Please complete this form and return to Syndal Preschool by 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 Managementwill 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 Fee’s Officer 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 if you are eligible for one of the following concessions:

Commonwealth Health Care Card ☐ Pensioner Concession Card ☐

Veteran’s Affairs Card ☐

Humanitarian or refugee Visa ☐ Multiple birth child ☐

Supporting documentation will need to be sighted on commencement at Syndal Preschool by the Fees or Enrolment Officer**.**

Please indicate below which concession you are eligible for – the criteria is 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 Syndal Preschool by the Fee’s 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**](http://www.education.vic.gov.au)

Signature (parent/guardian) Date

Note: Invoices, receipts and collection of fees will be in accordance with the [Service Name]*Fees**Policy*.

**Attachment 5**

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**Fee Payment Agreement**

**Three-year-old kindergarten program**

Please complete this form and return to Syndal Preschoolby 2019

#### Fee payment contract

Child’s full name:

Parent’s/guardian’s full name:

* I/we acknowledge that the three-year-old kindergarten is not funded by the state government and that the program cannot operate without receiving fees (the only exception is where a child is eligible for the Early Start Kindergarten fee subsidy – see below).
* I/we agree to pay fees by the due date on the invoice.
* I/we acknowledge that if fees are not paid by the due date, the Committee of Managementwill implement the late payment of fees procedures, as outlined in the *Fees Information for Families* which 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 non-refundable.
* 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 Fees Officer 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 procedures for payment of fees.

Signature (parent/guardian) Date

Note: invoices, receipts and collection of fees will be in accordance with the [Service Name]*Fees**Policy*.

#### Early Start Kindergarten

Three-year-old Aboriginaland Torres StraitIslander 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 is known to child protection *Please tick:*  Yes No

**Attachment 6 - Fees Overdue Letter**

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 **(Date)**

**Dear (Parent/Guardian Name)**

**RE: FEES OVERDUE**

**Our records indicate that the fees for (Child’s Name) for Term (X), 20XX have not been paid.**

**The fee amount due is: $xxx.xx.**

**The due date for this payment was \_\_\_ / \_\_\_ / \_\_\_.**

**As per the Preschool Fees Policy, we have attached a revised invoice which includes an additional $50.00 late payment fee. Payment of this new invoice is required within 7 days of the date of this letter. If you are unable to pay the amount due by the due date, you will need to contact the Fees Officer (phone number) immediately to organise a “payment plan” meeting.**

**Any payment plan meeting will be attended by the Fees Officer, the President or a Committee appointed Representative and at least one parent/guardian from the family concerned. Minutes will be taken and kept by the Fees Officer.**

**Any payment plan will typically consist of weekly, fortnightly or monthly instalments. Invoices will be issued by the Fees Officer to reflect the revised payment plan.**

**Any payment plan agreed to must be signed by a parent/guardian of the family concerned, the Fees Officer and the President or Committee appointed Representative. The original will be given to the family and a copy will be kept on file by the Fees Officer.**

**Failure to attend any payment plan meeting (and continued non-payment) will result in a final letter notifying you that, unless payment is made or a payment plan entered into (within 14 days of the payment due date), your child’s place at the Preschool will be terminated. The Committee reserves the right to employ the services of a debt collector.**

**We look forward to your prompt reply. If you have recently paid this amount please disregard this notice.**

**Yours sincerely**

**(Name) (Name)**

**Fees Officer President/Committee appointed Representative**

 **(Contact Number) (Contact Number)**

**Attachment 7 - Fees Late Payment Fee (Date)**

|  |  |  |  |
| --- | --- | --- | --- |
| https://static.wixstatic.com/media/16712c_6e6ccd71cf0e4c0bb478aada94ab3e4c.png/v1/fill/w_178,h_185,al_c,usm_0.66_1.00_0.01/16712c_6e6ccd71cf0e4c0bb478aada94ab3e4c.png | Syndal PreschoolWHERE THE FUTURE BEGINS |  | 2 Matthew Street, Glen Waverley03 9802 8035 |

**Dear (Parent/Guardian Name)**

**RE: LATE PAYMENT OF FEES**

**Our records indicate that the fees for (Child’s Name) for Term (X), 20XX were paid after the due date on the invoice.**

**The due date for this payment was \_\_\_ / \_\_\_ / \_\_\_.**

**The payment was made/received \_\_\_ / \_\_\_ / \_\_\_.**

**As per the Preschool’s Fees Policy, a Late Payment Fee of $50 per child per late payment, will apply. This amount will be added to the next invoice for (Child’s name).**

**The Preschool’s Fees Policy is located in the Preschool foyer and a copy has been given to families**

**Should you have any queries or concerns regarding payment of your fees, please contact the Fees Officer prior to the due date on your invoice, to make alternative arrangements.**

**Kind regards**

**(Name) (Name)**

**Fees Officer President**

**(Contact Number) (Contact Number)**

**Attachment 8 - Fees Expiry of Health Care Card**

|  |  |  |  |
| --- | --- | --- | --- |
| https://static.wixstatic.com/media/16712c_6e6ccd71cf0e4c0bb478aada94ab3e4c.png/v1/fill/w_178,h_185,al_c,usm_0.66_1.00_0.01/16712c_6e6ccd71cf0e4c0bb478aada94ab3e4c.png | Syndal PreschoolWHERE THE FUTURE BEGINS |  | 2 Matthew Street, Glen Waverley03 9802 8035 |

 **(Date)**

**Dear (Parent/Guardian Name)**

**RE: EXPIRY OF HEALTH CARE CARD**

**While a health care card holder, you qualify for the Kindergarten Fee Subsidy 4 year old program for (child’s name) in 20XX. According to our files your Health Care Card expired on dd/mm/yy.**

**Your 4 year old fees are currently $0 per term for (child’s name). So that we can continue to offer your family this subsidised fee, you need to do one of the following:**

**a) Provide the Fees Officer with a copy of your new card,**

**b) Bring your new card into the Preschool for it to be copied, or**

**c) Contact the Fees Officer to arrange a time to sight your replacement card.**

**You will need to supply the Fees Officer with proof of your replacement card every time it is renewed. If your card expires and the new card is not provided for sighting, the full program fee of $495 per child, per term will automatically be applied to the next invoice (as per the Preschool Fees Policy).**

**An administration fee of $10 may also apply to re-issue a new discounted invoice if your updated card is not received within two weeks of this letter.**

**Thank you for your co-operation**

**Kind regards**

**(Name)**

**Fees Officer**

**(Contact number)**

**Attachment 9 - Fees Adjustment Letter**

|  |  |  |  |
| --- | --- | --- | --- |
| https://static.wixstatic.com/media/16712c_6e6ccd71cf0e4c0bb478aada94ab3e4c.png/v1/fill/w_178,h_185,al_c,usm_0.66_1.00_0.01/16712c_6e6ccd71cf0e4c0bb478aada94ab3e4c.png | Syndal PreschoolWHERE THE FUTURE BEGINS |  | 2 Matthew Street, Glen Waverley03 9802 8035 |

**(Date)**

**Dear (Parent/Guardian Name)**

**RE: ADJUSTMENT OF FEES**

**While a health care card holder, you qualify for the Kindergarten Fee Subsidy in the 4 year old program for (child’s name) in 20XX. According to our files your Health Care Card expired on dd/mm/yy.**

**As was stated in our letter to you dated dd/mm/yy, the Fees Officer must see proof of any new card if you are to continue receiving the kindergarten fee subsidy for (child’s name).**

**To date, you have not made arrangements for this to happen, therefore (as was stated in the letter dated dd/mm/yy) we have adjusted (child’s name) program fee.**

**The 4 year old program fee (without a health care card) is: $ per child per term.**

**If you are still eligible for the Kindergarten Fee Subsidy you will need to contact the Fees Officer immediately so that arrangements can be made for a corrected invoice to be issued. An administration fee of $10 may also apply to re-issue this revised and discounted invoice.**

**It is important that the Preschool is kept up to date with proof of any replacement card each time your card expires.**

**Kind regards**

**(Name)**

**Fees Officer**

**(Contact number)**

**Attachment 10 – Fee Reminder Letter**

Dear Parents,

This is a reminder that Term [x] fees are **due by [Day of the week DD MM YYYY i.e. Monday 10 Jun 2020]**. If your family is eligible for the Kindergarten Fee Subsidy, your fees will be ZERO, please forward me a copy of your documents. Otherwise, please pay the below amount by 16th March 2018

**FEES PAYABLE FOR TERM [x]: $[xxx]**

If you have any questions or concerns, please email [3yo-fees@syndalpreschool.org.au or 4yo-fees@syndalpreschool.org.au] **before** the term fees are due.

Regards,

[Fee Officer Name]

[x]YO FEES OFFICER

**Attachment 11 – Final Fee Overdue Letter & Notice of Termination**

**(Date)**

**Dear (Parent/Guardian Name)**

**RE: FEES OVERDUE – FINAL NOTICE**

**Our records indicate that the fees for (Child’s Name) for Term (X), 20XX have not been paid.**

**The fee amount due is: $xxx.xx.**

**The due date for this payment was \_\_\_ / \_\_\_ / \_\_\_.**

**We have issued you a fee letter on [DD MMM YYYY], an initial reminder letter on [DD MMM YYYY], [a second reminder letter on DD MMM YYYY, a third reminder letter on DD MMM YYYY], an initial fee overdue notice including a late fee on [DD MMM YYYY], and a second notice in relation to fee overdue and advising you of the consequences of a failure to pay or organise a payment plan meeting with the Preschool within 14 days of the payment due date.**

**As per the Preschool Fees Policy, we regret to inform you that your child’s place at the Preschool will be terminated. Your child’s last day at kinder will be [DD MMM YYYY – insert the date that falls on 24 hours after the date of this letter, which should be the same as payment due date plus 16 days].**

**If you have made payment or have contacted the school to organise a payment plan prior to [DD MMM YYYY – Insert date that is payment due date plus 15 days].**

**Yours sincerely,**

**(Name) (Name)**

**Fees Officer President/Committee appointed Representative**

 **(Contact Number) (Contact Number)**

**FEE COLLECTION PROCESS**

**The purpose of the Fee Collection Process is to aid the Fee Office in executing their tasks and responsibilities in accordance with the Fees Policy.**

**For the avoidance of doubt, should there be any discrepancies between the Fee Collection Process and the Fees Policy, the Fees Policy should be followed.**

|  |  |  |
| --- | --- | --- |
| **Time** | **Action Item** | **Letter Template** |
| T - 3 weeks | Kinder **issues fee letter** | Attachment 2 and 3 |
| T - 2 weeks | Kinder issues an **initial reminder letter** with a specified payment due date, and info on range of alternative support options. | Attachment 10 |
| T - 1 week | Kinder issues an **second reminder letter** with a specified payment due date, and info on range of alternative support options. (optional - not required in Policy) | Attachment 10 |
| T - 2 days | Kinder issues an **third reminder letter** with a specified payment due date, and info on range of alternative support options. (optional - not required in Policy) | Attachment 10 |
| T | Families failing to make payment, or contact Kinder regarding difficulty with making payment, prior to close of business on due dute will **attract a late fee of $50.** | NA |
| T + 1 day | Kinder sends the **first notice** relating to the late fee and invite the family to attend a meeting to discuss the range of option and set up payment plan. Parents are required to take action within 7 days | Attachment 6 |
| T + 8 days | 4. Kinder to send **second notice** relating to the above, 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. | Attachment 6; but state "RE: FEES OVERDUE - SECOND NOTICE" |
| T + 15 days | 5. If there is no further action from the family, Kinder to send **final notice** which serves as a **notice of termination** of placement at the preschool, giving the family 24 hours’ notice of the termination | Attachement 11 |
| T + 16 days | This will the child's last day of Kinder if they fail to pay the fee. | NA |
|  |  |  |
| “T” denotes payment due date |  |