

FEES POLICY 2021

Mandatory – Quality Area 7

PURPOSE

This policy will provide clear guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Wilson Street Kindergarten, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Wilson Street Kindergarten.

POLICY STATEMENT

1. VALUES

Wilson Street Kindergarten 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 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 Wilson Street Kindergarten.

3. 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).

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, Quality Area 7: Leadership and Service Management*

4. 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

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.

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

Group Change Request Fee: A non refundable fee to request a group change.

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 Enrolment Acceptance deposit: A charge to secure a place that has been offered in a program at the service. This is deducted from term 4 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).

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.

Working Bee Levy: A fee that is refunded upon attendance of a working bee during the year

5. SOURCES AND RELATED POLICIES

Sources

- *The Kindergarten Funding Guide* (Department of Education and Training): www.education.vic.gov.au
- The constitution of Wilson Street Kindergarten

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 Guide* (refer to *Sources*)
- ensuring that this policy is based on the principles of the *Kindergarten Fee Subsidy – Fees Policy* (refer to *Definitions*)
- considering any issues regarding fees that may be a barrier to families enrolling at Wilson Street Kindergarten and removing those barriers wherever possible
- reviewing the number of families experiencing financial hardship and the effectiveness of the procedures for late payment and support offered
- 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
- 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 principles of the *Kindergarten Fee Subsidy – Fees Policy* (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 Guide* (refer to *Sources*)
- considering any issues regarding fees that may be a barrier to families enrolling at Wilson Street Kindergarten and removing those barriers wherever possible
- considering options for payment when affordability is an issue for families
- communicating this policy and payment options to families in a culturally-sensitive way and in the family's first language where possible
- providing all parents/guardians with a copy of the document containing fee information for families (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 ensure that the *Fees Policy* is readily accessible at the service
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachment 4)
- 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 educators 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 Wilson Street Kindergarten 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 –Four-year-old (funded) kindergarten program – refer website
- Attachment 3: Statement of Fees and Charges –Three-year-old kindergarten program – refer website
- Attachment 4: Fee Payment Agreement – Four-year-old (funded) kindergarten program
- Attachment 5: Fee Payment Agreement – Three-year-old kindergarten program

AUTHORISATION

This policy was adopted by the Approved Provider of Wilson Street Kindergarten on 12 February 2020

REVIEW DATE: TERM 1 2021

ATTACHMENT 1

Fee Information for Families



2021 Fee Information for Families

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.

Wilson Street Kindergarten 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 Fee Subsidy – Fees Policy* (details in *The Kindergarten Guide (Department of Education and Training)* is available under *early childhood / service providers on 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 Wilson Street Kindergarten are included on the Statement of Fees and Charges. These include:

- **Enrolment Acceptance Deposit (EAD):** This payment secures a child's place in the kindergarten program and is payable on acceptance of enrolment. The EAD is held by the kindergarten and will be applied as part payment of the term 4 fees in the year of the child's attendance. If a child who has accepted a place that has been offered does not commence kinder in the proposed year of attendance or withdraws before the commencement of term 4 in the year of attendance, the EAD will be retained by the centre. Families in Green Group and eligible for the Kindergarten Fee Subsidy (see below) are not required to pay the deposit. Families experiencing hardship should also discuss any difficulties with the service.

- **Enrolment Application Fee:** This payment is non-refundable and is required on submission of the enrolment application form for a place at the service. Any families experiencing financial difficulties may discuss this with the Enrolment Officer.
- **Excursion/Service Event Charge:** On occasion an additional charge may be required to cover the cost of excursions or special events that occur throughout the year in response to emerging children’s program needs and interests. Affordability and relevance to the children’s interests and the service program will be taken into consideration before a decision is made that will require families to pay this additional charge (refer to *Excursions and Service Events Policy*). Events that are planned ahead are included as an expenditure item in the service’s budget and do not incur this additional charge.
- **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.
- **Late Payment Penalty:** If fees are not received by the due date a Late Payment Penalty may be implemented unless prior arrangement has been made with the Fee Treasurer.
- **Special Purpose Donation:** A charge may be introduced to raise funds for a major expenditure item such as playground redevelopment. This would be implemented over more than one budget period
- **Working Bee Levy:** This levy pays for replacing volunteer labour with paid labour / services. The levy is refunded provided a family member participates in one working bee during the year. If you cannot attend your group’s working bee you may attend one of the other groups. Alternatively you may speak to the maintenance officer about other duties that may be available. Only one Working Bee Levy is payable per family.
- **Wilson Street Kindergarten Membership:** If you accept a place at Wilson Street Kindergarten each family must become an annual member of Wilson Street Kindergarten Incorporated. To become a member of the Kindergarten you are required to complete an “Application to Register as a Member” Form on enrolment for each year of attendance and pay a non-refundable entrance and membership fee of \$1.00.

4. 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.

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 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 approved child care services in receipt of Commonwealth Child Care Subsidy.

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.

6.2 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 kindergarten for further information.

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 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 term's 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.

Parents/guardians experiencing difficulty in paying fees are requested to contact the Fees Manager 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 fees are not paid by the due date, the following steps will be taken:

- An initial reminder notice will be sent to parents/guardians with an updated specified payment date, before the late payment penalty of \$20 will be applied.
- Where payment is still not received, families will be invited to discuss the range of support options available and establish a payment plan.
- Failure to agree to discuss, and continued non-payment may result in a second and final notice 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

If a family becomes eligible for the Kindergarten Fee Subsidy during a term, a full refund of the applicable term fees (including the Enrolment Acceptance Deposit) 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.

10. Withdrawal of a kindergarten place

Kindergarten places are offered for the entire year, however the Committee understands that a family's circumstances may change during that time. Written notice of withdrawal of a child from the kindergarten program is required a full term prior to the date of withdrawal. If a full term's notice is not possible, the following term's fees are payable in place of the notice requirement. Notice should be given to both the Operations Manager and the Enrolments Manager.

Should the situation arise where multiple vacancies exist across a year level, irrespective of which group, as vacant positions are refilled with an incoming family, any applicable refunds will be applied to exiting families in the order of date of withdrawal.

11. Children turning three during the year of enrolment

Full payment prior to the commencement 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. Children may (at the parent's/guardian's discretion) attend Wilson Street Kindergarten before they have turned three in the following circumstances:

- relevant social and welcoming events run by Wilson Street Kindergarten; and
- official photograph sessions.

12. Support services

Families experiencing financial hardship often require access to family support services. Information is available on these services from the kindergarten and a list can be supplied to those families who require it.

13. Notification of fee change 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 fees increase and will be offered the option to request a payment plan.

ATTACHMENT 4

2021 FEE PAYMENT AGREEMENT – 4 YEAR OLD KINDERGARTEN

Please complete this form and return to Wilson Street Kindergarten by 19th June 2020

Fee payment contract

Child's full name: _____ Child's Group: _____

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 Fees Manager 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.

Concession: _____

Except in the case of an Aboriginal or Torres Strait Islander child, supporting documentation will need to be sighted on commencement at Wilson Street Kindergarten by the Fees Manager.

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 Wilson Street Kindergarten *Fees Policy*.

ATTACHMENT 5

2021 FEE PAYMENT AGREEMENT – 3 YEAR OLD KINDERGARTEN

Please complete this form and return to Wilson Street Kindergarten by 19th June.

Fee payment contract

Child's full name: _____ Child's Group: _____

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 Management will 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 Manager 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 Wilson Street Kindergarten *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 is known to child protection *Please tick:* Yes No