

# BEACONSFIELD KINDERGARTEN INC.

## FEES POLICY

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Mandatory – Quality Area 7

### PURPOSE

This policy will provide clear guidelines for:

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

### POLICY STATEMENT

#### 1. VALUES

Beaconsfield 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, Persons 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 Beaconsfield 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 as a contribution towards the costs of the four-year-old kindergarten program. 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 families to attend the four-year-old 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 in place, 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, Quality Area 7: Governance and Leadership*

## 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.

**Approved care:** Approved child care services, such as long day care, family day care, before-and-after school care, vacation care, some occasional care and some in-home care childcare services, which have Australian Government approval to pass on Child Care Benefit (refer to *Definitions*) as a reduction in child care fees: [www.humanservices.gov.au](http://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))

**Child Care Benefit (CCB):** A Commonwealth Government payment to help families who use either approved or registered childcare services. All eligible families can receive some Child Care Benefit. Details are available at: [www.humanservices.gov.au](http://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))

**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 a specific number of hours. 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/Incurtion 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](http://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](http://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.

## 5. 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 Beaconsfield Kindergarten Inc.

### 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 Beaconsfield Kindergarten Inc 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 a copy of the document containing fee information for families (refer to Attachment 1) – included in booklet
- 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) – included in information pack

- collecting and receipting all fees
- 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 within 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2))
- ensuring a notice outlining fees charged by the service is displayed prominently in the main entrance to Beaconsfield Kindergarten.

**The Nominated Supervisor and Person in Day-to-Day Charge are 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 Beaconsfield Kindergarten 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 ensure 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
- ensuring a notice outlining fees charged by the service is displayed prominently in the main entrance to Beaconsfield Kindergarten Inc.

**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
- assisting the Approved Provider, as required, in sighting supporting documentation for access to the Kindergarten Fee Subsidy.

**Parents/guardians are responsible for:**

- reading the Beaconsfield 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)).

## **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 – Kinder Readiness Program
- Attachment 4: Fee Payment Agreement – Four-year-old (funded) kindergarten program
- Attachment 5: Fee Payment Agreement – Kindergarten Readiness Program
- Attachment 6: Fee Collection Procedure

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Beaconsfield Kindergarten Inc on 17<sup>th</sup> March 2014.

**REVIEW DATE:** 18/04/18

**REVIEW FREQUENCY:** Yearly

**NEXT REVIEW DUE:** April 2019

## ATTACHMENT 1 Fee information for families



### Beaconsfield Kindergarten Inc 2019

#### 1. Why fees are necessary

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 a four-year-old kindergarten 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.

Beaconsfield Kindergarten Inc 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](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.

#### 3. Other charges

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

- **Excursion charge:** This additional charge is 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. 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 four-year-old kindergarten or the Kinder Readiness Program will be provided to families on commencement.

#### **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 change from time-to-time – contact the service for further information.

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.

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 educator free of charge. The service receives funding for children who meet the eligibility criteria. Contact the service for further information.

##### **6.3 Child Care Benefit (CCB)**

Child Care Benefit (CCB) is an Australian Government payment that can assist eligible families with the costs of childcare at an approved or registered care provider. Beaconsfield Kindergarten Inc is registered care provider.

Registered care is childcare provided for work-related purposes, including training and studying, maternity leave, sick leave or voluntary work, and the work-related purpose must have occurred at some time during the week in which the registered care was used.

Registered care is provided by individuals registered with the Department of Human Services and may include care given by kindergarten staff.

The amount payable is set by the Australian Government. Further details are available at: [www.humanservices.gov.au](http://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)).

## **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 within two weeks of the child commencing at the service, or as otherwise indicated on the invoice. 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 Office Staff 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 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 phoned to arrange payment or a payment plan.
- If fees remain unpaid, 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 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.

## **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 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. Support services**

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

#### **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.

## ATTACHMENT 2



### Statement of Fees and Charges

#### Beaconsfield Kindergarten Inc

#### Fee schedule 2019

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

#### Hours: 15 hours per week

	Fees (\$)	Other charges (\$)	Total (\$)	Families eligible for the Kindergarten Fee Subsidy		
				Fees (\$)	Other charges (\$)	Total (\$)
Term 1	\$ 360.00	\$ 0.00	\$ 360.00	\$ 0.00	\$ 0.00	\$ 0.00
Term 2	\$ 360.00	\$ 0.00	\$ 360.00	\$ 0.00	\$ 0.00	\$ 0.00
Term 3	\$ 360.00	\$ 0.00	\$ 360.00	\$ 0.00	\$ 0.00	\$ 0.00
Term 4	\$ 360.00	\$ 0.00	\$ 360.00	\$ 0.00	\$ 0.00	\$ 0.00
Total	\$1440.00	\$ 0.00	\$1440.00	\$ 0.00	\$ 0.00	\$ 0.00

#### Payment of fees

Invoices will be issued at the commencement of your kindergarten year and must be paid by the due date. Fees are calculated annually and may be paid

- yearly in advance with a 10% discount, or
- term by term on a 14-day account.

#### 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).

### ATTACHMENT 3 Statement of Fees and Charges



#### Statement of Fees and Charges

Beaconsfield Kindergarten Inc

Fee schedule 2019

Kinder Readiness Program and Three-year-old kindergarten (if applicable)

Hours: 5 hours per week

	Fees (\$)	Other charges (\$)	Total (\$)
Term 1	\$ 360.00	\$ 0.00	\$ 360.00
Term 2	\$ 360.00	\$ 0.00	\$ 360.00
Term 3	\$ 360.00	\$ 0.00	\$ 360.00
Term 4	\$ 360.00	\$ 0.00	\$ 360.00
Total	\$1440.00	\$ 0.00	\$1440.00

#### Payment of fees

Invoices will be issued at your information night and must be paid by the due date. Fees are calculated annually and may be paid

- yearly in advance with a 10% discount, or
- term by term on a 14-day account.

#### 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).

## ATTACHMENT 4



### Fee Payment Agreement 2019

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

**Please complete this form and return to Beaconsfield Kindergarten Inc by 31 January 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 below. 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 *Fees Policy*, which could result in the withdrawal of my/our child's place at the service.
- 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 Beaconsfield Kindergarten office staff 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 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 Beaconsfield Kindergarten by the office staff.

***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



### Fee Payment Agreement 2019

**Kinder Readiness Program and Three-year-old kindergarten (if applicable)**

**Please complete this form and return to Beaconsfield Kindergarten Inc by 31 January 2019.**

#### **Fee payment contract**

Child's full name: \_\_\_\_\_

Parent's/guardian's full name: \_\_\_\_\_

- I/we acknowledge that the Kinder Readiness Program/Three-year-old kindergarten is not funded by the state government, and that the program cannot operate without receiving fees.
- 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 *Fees Policy*, which could result in the withdrawal of my/our child's place at the service.
- 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 Office Staff 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.

\_\_\_\_\_  
Signature (parent/guardian)

\_\_\_\_\_  
Date

Note: invoices, receipts and collection of fees will be in accordance with the Beaconsfield Kindergarten Inc *Fees Policy*.

## **ATTACHMENT 6**

### **FEE COLLECTION PROCEDURE**

#### **Current Fees**

Current fees (2019) are:

- \$360 per term 4 year old
- \$360 per term Kinder Readiness Program
- \$360 per term 3 year old (if applicable).

A 10% discount is offered if the full year's fees are paid in advance.

Fees will be invoiced in the first week of each term on a 14-day account. Families who choose to pay for the full year receive an extra 2 weeks to pay in Term 1.

Fees are to be distributed via email. In Term 1 a fee information handout will also be distributed via pigeon holes.

#### **Outstanding Fees**

Outstanding fees will be followed up using the following procedure.

- 2 weeks past due date – first email reminder (see attached wording)
- 4 weeks past due date – first phone call to arrange payment or a payment plan
- 6 weeks past due date – second phone call reminder

If fees remain outstanding the following term, the next term's invoice will include the outstanding amount from the previous term.

- 2 weeks past due date – if both terms' fees become overdue, a second email and hard copy (to be posted) reminder will be sent with an overdue statement (see attached wording)
- 4 weeks past due date – if both terms' fees remain overdue, the parent will be contacted by phone by the Centre Manager and asked to attend a meeting to discuss payment options.

### **First email reminder (2 weeks overdue), sample**

Dear x,

We would like to remind you that kindergarten fee invoices were emailed 4 weeks ago and your child's fees are now overdue.

Beaconsfield Kindergarten is a community-run kindergarten that relies on fees in order to maintain a high-quality program. The Department of Education and Training (DET) provides per capita funding as a contribution toward the costs of providing a four-year-old kindergarten program. However, the remaining costs are met through charging fees and fundraising activities.

Please see our office staff in order to pay your fees or arrange a payment plan as soon as possible. Payment options include cash, cheque, credit card or online transfer.

Kind regards,

### **First phone call reminder (4 weeks overdue), sample**

It's x calling from Beaconsfield Kinder. I'm phoning about z's kinder fees, which are now a month overdue. Invoices were sent out via email on (date). Did you receive your invoice?

- Invite them to discuss on the phone or attend a meeting with Nicole F or Nicole H if they would prefer.
- Discuss possible concessions/Centrelink rebates.
- Send a new copy of the invoice if requested (or put in pigeon hole).
- Try to settle on a date to have fees paid or to begin instalments if they want to arrange a payment plan.
- If they say they didn't get the invoice, check the email address.

### **Second phone call reminder (6 weeks overdue), sample**

It's x calling from Beaconsfield Kinder. I'm following up on our phone call of (date) regarding z's kinder fees. We still don't seem to have received the fees yet and I was wondering when we might be able to expect payment?

**Second written reminder (next term), sample, to be sent with statement**

Dear x,

We would like to remind you that your child's kindergarten fees for Terms x and x remain outstanding.

Beaconsfield Kindergarten is a community-run kindergarten that relies on fees in order to maintain a high-quality program. The Department of Education and Training (DET) provides per capita funding as a contribution toward the costs of providing a four-year-old kindergarten program. However, the remaining costs are met through charging fees and fundraising activities.

We have already contacted you in regards to the outstanding fees a number of times. If the fees remain unpaid, your child's place at Beaconsfield Kindergarten may be withdrawn and the debt referred to our debt collection agency.

Please see our office staff as soon as possible in order to pay your fees or arrange a payment plan as soon as possible.

Kind regards,