



# Boondall Kindergarten

## Fee Policy & Procedure



Boondall Kindergarten is committed to providing families with clear and transparent information about the fees we charge and how we administer those fees.

When you enrol your child at Boondall Kindergarten you enter into a fee agreement with us. The Summary of Fees Payable table (located at the end of this policy) lists the fees that we charge.

### Enrolment Fees

Enrolment at Boondall Kindergarten will not be confirmed unless the enrolment fee is paid in full by the due date specified on the enrolment offer (or as per approved payment plan terms). An enrolment offer may also be cancelled if documentation required to complete the enrolment process is not completed by the due date.

The Enrolment Fee is not intended to be a barrier for your child/ren's participation in kindergarten. As such we ask that families contact the kindergarten to arrange payment plan opportunities and/or waiving of this fee on consideration (eg Aust Govt Health Care Card holders).

### Refund of Enrolment Fees

In the event that a child does not attend the enrolment year or withdraws an enrolment, the enrolment fee shall be forfeit. An application may be made (in writing) to the Executive Committee for consideration on waiving the forfeit for special circumstances. The Executive Committee's decision will be final.

### Government Fee Subsidies (including FREE Kindy)

Eligible-age Queensland children are entitled to attend for 15 hours per week or 30 hours a fortnight for 40 weeks of a calendar year for FREE. To be eligible for FREE Kindy:

- Your child must be of eligible age (at least 4 years old by 30 June of the kindergarten year).
- Each Eligible Child can only access FREE kindy funding for one Approved Kindergarten Program at a time. If your child is enrolled in another sessional kindergarten program while they are enrolled at Boondall Kindergarten, you will need to choose which centre you would like the funding applied to. In making your decision you can access information regarding fee structure via the Statement of Fees on our website (or by contacting the kindergarten for more information). If you do not intend to nominate Boondall Kindergarten, we ask that you discuss this prior to enrolment acceptance as additional conditions & charges will apply.

Full fees will be charged for children enrolled in more than one kindergarten program (where Boondall Kindergarten is not nominated as the kindergarten to receive funding) and for children that are non-eligible age.

**Kookaburra Group (Mon, Tues, Wed)** – Extended hours Kindergarten Group. Children attend for 17.25 hours per week. This means that 15 hours of care will be funded under the FREE Kindy model and families will be charged for the extended hours program via a per Term invoice.

**Lorikeets Group (Thurs, Fri)** – Free Kindergarten Group. Children attend for 15 hours per week. Eligible children will attend for FREE.

Boondall Kindergarten must follow Government guidelines/regulations for applying subsidies/ support.

**Parent/Guardian Responsibilities** - You may be eligible for government subsidies to reduce your fees. To access these subsidies, you must:

- provide us with all documentation necessary to verify your entitlement to free kindy (eg proof of birth, immigration/visa information) within seven days of request
- Complete enrolment attendance records (sign in/out) and notification of absences in accordance with Boondall

Kindergarten requirements.

- notify us in writing if there are any changes to your entitlement to receive a subsidy

You may be charged full fees if:

- you are not eligible for a subsidy
- you do not provide Boondall Kindergarten with the necessary information required to claim for a subsidy within allowed timeframes
- you are no longer eligible for a subsidy/support.
- A subsidy to which you were entitled is later withdrawn, even if this takes place after your child's enrolment with us has ended. For example: it is identified that you have been in receipt of funding for more than one kindergarten program and funding for one of those programs is withdrawn by the government.

If you pay full fees and later provide Boondall Kindergarten with information sufficient for us to claim any relevant subsidies/support, within the required timeframes, such subsidy/support amounts will be applied to your account.

### Boondall Kindergarten's Responsibilities

Boondall Kindergarten will:

- follow Government legislation and guidance about applying subsidies
- administer Free Kindy funding based on the information you provide to us
- apply any subsidies received by us on your behalf to your account in accordance with Government regulations
- under Free Kindy rules, each eligible child is entitled to one subsidised program per week. Full fees will be charged for children enrolled in more than one kindergarten program and for children that are non-eligible age (early entry)
- where an eligible child is enrolled in an approved kindergarten program in both a funded Sessional Kindergarten and a Long Day Care Service, the Sessional Kindergarten will receive funding for the child.

### Term Fees

Once a fee agreement has been entered into there is a cooling off period of 48 hours provided that your child has not attended the service during that period. Please note that the cooling off period is for kindergarten fees only and does not extend to the non-refundable Enrolment Fee.

Term fees will be invoiced per term and are due in full by the due date unless you have entered into an agreement to pay fees weekly/fortnightly/monthly. Term fees will be sent to the email address nominated by the parent/guardian via the XAP enrolment system.

Term fees can be paid by:

1. Direct debit via internet banking to the kindergarten bank account
2. Over the counter at a Bank of Qld branch to the kindergarten bank account  
*Bank account details will be recorded on the term invoice & are also available from the Finance Administrator. Please use your child's full name and invoice number as reference.*
3. Via XAP Payment Gateway (eg Quickpay/Paychoice) with options included direct debit & credit card. This system is managed via the XAP enrolment system and details such as bank account details can be updated via this login. A payment plan of weekly/fortnightly/monthly payments can be created using this system. *There are charges associated with this option which are charged by the provider and families should ensure they are aware of these fees before using this payment option.*

Any payment plan options (eg weekly/fortnightly/monthly) shall be completed by week 8 of Term 4 unless approval has been granted from the Finance Administrator to extend beyond this date.

Fees are payable for days on which public holidays fall, and your child is enrolled in care for that day on a term basis. Fees are payable for pupil free days applicable as per the kindergarten calendar. Fees are payable if the child does not attend due to illness or other absence.

Boondall Kindergarten will, at its discretion, consider alternative payment options. Immediately contact the Finance Administrator if you cannot pay your fees by the due date.

You will be charged all applicable fees until you cancel the enrolment in accordance with this Policy.

For partial enrolment during a term, Fees shall be pro-rata based on the number of days enrolled over the number of kindergarten days in the kindergarten term.

### Notification of Absences & impact on kindergarten funding for extended absences

If a child will not attend the enrolled kindergarten program (eg illness, holidays) we ask the parent/guardian to advise of the absence as soon as possible. If you intend to take an extended absence (eg due to a long holiday) we ask you provide us with advance notice (minimum of 2 week's notice is preferred) as we may need you to complete additional paperwork.

**Please be aware that FREE kindergarten funding may be impacted on extended absences.**

To advise of an absence the following methods may be used:

- Mark your child absent via the Parent Portal App (XAP enrolment system)
- Email notification to [admin@boondallkindy.com.au](mailto:admin@boondallkindy.com.au)
- Storypark notification
- Complete a Child's Extended Absence Notification form (available at the kindergarten) – *NB This option is required if the absence is greater than 2 (& up to 5 weeks).*
- Complete a Record of Extended Absence from a Sessional Program form (available at the kindergarten) – *NB This option is required if the absence is greater than 5 weeks.*
- Phone message to kindergarten landline - *NB: this is the LEAST preferred method of communication for absences*

### Extended Absences:

As a Central Governing Body, Lady Gowrie Qld is able to support a period of notified absence for a consecutive period, on one occasion during the program year of up to five weeks. In this instance, this period of absence is only applicable where the Eligible Child has commenced attendance in the kindergarten program (eg it is not able to be supported for the start of the program year, and the child has not yet attended the program in that program year).

A family, for example, that is taking an extended holiday in term two, will be eligible to receive Free Kindy under Queensland Kindergarten Funding, for up to five weeks. Following the conclusion of this five weeks, any additional continued absence may incur a daily fee equal to the full "non-eligible" daily fee (as per the fee schedule).

If there are exceptions circumstances, Boondall Kindergarten may be able to apply for extended funding to support a family to maintain enrolment.

Boondall Kindergarten must advise Lady Gowrie Qld as the CGB of the extended absence through completion of a Record of Extended Absence from a Sessional Program Form.

### Exceptional Circumstances Criteria:

- Medical treatment or recovery of the child or parent where attendance is not possible
- Hospitalisation
- Sorry business or significant family circumstances
- Temporary relocation due to family, cultural or community reasons
- Child safety/ Domestic violence
- Other exceptional circumstances determine by the service

### Overdue Payment of Fees

Fees are considered overdue if not paid by 5.00pm on the due date.

An overdue fee and interest at commercial bank overdraft rates will, at Boondall Kindergarten's discretion, be charged on overdue accounts.

## Recovery of Outstanding Fees

Boondall Kindergarten will act in its discretion to recover any outstanding fees and we may:

- enter into a payment plan with you
- refer the recovery of outstanding fees to a debt collection agency (the cost Boondall Kindergarten incurs to recover outstanding fees will be added to the amount of outstanding fees)
- bring legal action against you
- take any other appropriate and reasonable action
- add any reasonable recovery costs (eg debt collector fees) to your account

Any such action may negatively impact your credit rating. Boondall Kindergarten will comply with consumer protection laws and with the guidelines of the Australian Competition and Consumer Commission (ACCC) and the Australian Securities and Investment Commission (ASIC).

## Suspending or Cancelling Enrolment for Outstanding Fees

If you fall behind on payments, Boondall Kindergarten may:

- suspend your child's enrolment, unless we agree to special payment arrangements (eg a payment plan)
- continue to charge fees while your child's enrolment is suspended, for a maximum period of seven calendar days
- cancel your child's enrolment after the suspension period if the outstanding fees remain unpaid or if you do not adhere to the agreed terms of a payment plan
- continue action to recover any outstanding fees

Cancelled enrolments will be offered to the next child on the wait list. It is at Boondall Kindergarten's discretion whether you can re-enrol your child. No re-enrolment will be offered until all outstanding fees and charges are paid in full and there is an available place at the Kindergarten.

## Cancelling Enrolment for Non-Attendance

Boondall Kindergarten will, cancel your enrolment if:

- your child does not attend continuously for two weeks; and
- you have not communicated with the Kindergarten; and
- Boondall Kindergarten cannot contact you (via phone and email)

## Cancelling or Ending Your Enrolment

- You must give Boondall Kindergarten a **minimum of two weeks' (14 calendar days) written notice** to cancel or end your child's enrolment.
- This notice period applies to all confirmed enrolments, even if your child has not yet started attending the centre

Written notice may be provided either by:

- Completing the Notice of Cancelled Enrolment Form and returning it to the kindergarten
- Sending an email to [admin@boondallkindy.com.au](mailto:admin@boondallkindy.com.au)
- Handing or posting a letter to Boondall Kindergarten (ensuring the letter is dated)

*NOTE: Notice to end an enrolment provided verbally over the phone or face to face with centre staff is **NOT** accepted.*

## Cancellation Fees

Where a family provides notice of cancellation but does not attend for the full two weeks, a fee will be charged for the appropriate number of days the child did not attend.

FREE Kindy Funding will not automatically be provided for the two weeks' notice period unless the child is in attendance. In the event that FREE Kindy funding does not apply you may be required to pay the Non-Eligible Daily Fee for the applicable number of days of notice. An invoice will be issued for the cancellation fee, and payment is required within 14 days of issue.

## Fee Refunds

- If at the end of a Kindergarten year (or on cancellation of enrolment) a refund is owed to you the Finance Administrator will contact you for you to nominate bank account details to process a refund.
- Boondall Kindergarten may provide you with the option to donate any refund owing to the Kindergarten Building Fund. You are under no obligation to donate these funds, however, if you do elect to donate funds a tax receipt will be issued and the refund will be deemed to have been made.
- If Boondall Kindergarten has been unable to contact you after 90 days or you have not responded to our requests to provide your bank account details, the refund amount will be retained by Boondall Kindergarten.
- At any time in the future you may contact Boondall Kindergarten, to provide the required bank account details and Boondall Kindergarten will pay any valid refund amount to you (NB: claims older than 5 years will not be considered).
- Boondall Kindergarten will not attempt to contact you to refund amounts under \$2.00

## Record Keeping

Enrolment forms for each child must be completed in the XAP system. Information is required to be completed accurately and in full for Department assurance and governance requirements. Families are required to ensure relevant information is provided for Boondall Kindergarten to maintain accurate records. If a family has a valid reason for not completing the relevant enrolment documentation via XAP system, they can request assistance. Assistance may be provided via provision of electronic device to enter data and/or a printed enrolment form that Kindergarten staff then use to enter information to the XAP system.

Boondall Kindergarten will confidentially record all correspondence, conversations and messages with the account holder, for the purpose of maintaining a written record of interactions, actions and credit history.

## Changing Fees

Fees are typically reviewed at the start of a new calendar year (January) however Boondall Kindergarten can adjust fees at our discretion. In the event that Boondall Kindergarten makes changes to fees or payment processes, we will provide you with a minimum of 14 days' notice in writing in advance.

## References

- *Lady Gowrie Fees and Payment of Fees Policy*
- *Boondall Kindergarten Family Hand Book*

## Summary of Fees Payable

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| <b>Waitlist</b>                                            | No Fee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Enrolment</b>                                           | \$100 - one off, on acceptance of enrolment offer. Non-refundable. This fee is NOT transferable to other Lady Gowrie (QLD) centres.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Membership Fee</b>                                      | Included in Term Fees charged                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Kindergarten Term Fees</b>                              | <p>Fees are:</p> <ul style="list-style-type: none"> <li>• Displayed via Statement of Fees at the kindergarten and available on <a href="http://www.boondallkindy.com.au">www.boondallkindy.com.au</a></li> <li>• Covered by the Queensland Government's Free Kindy Program for one part-time kindergarten program for eligible enrolments who are claiming QKF at Boondall Kindergarten.</li> <li>• Calculated and charged per term</li> <li>• Payable in advance as selected by you either weekly, fortnightly or per term</li> </ul> <p><b>Children eligible for subsidy under the FREE Kindergarten model</b></p> <ul style="list-style-type: none"> <li>• Kookaburras (Mon, Tues, Wed) – Term Fees <b>in addition</b> to funding via the FREE Kindergarten model for extended hours care will apply. The Fee for these Additional Hours Outside Kindergarten Program will be published via Statement of Fees and available on <a href="http://www.boondallkindy.com.au">www.boondallkindy.com.au</a>.</li> <li>• Lorikeets (Thur, Fri) – FREE Kindergarten model applies.</li> </ul> <p>Non-eligible enrolments in lieu of FREE Kindy funding will incur a <b>minimum</b> kindergarten fee equal to the FREE kindergarten fees (pro-rata based on enrolment days). In addition to this minimum kindergarten fee additional fees may be charged to cover all/part of the standard Qld Kindergarten base subsidy per child which will not be received due to the child not being eligible for Qld kindergarten funding. Full non-eligible fees will be as per the Statement of Fees.</p> |
| <b>Public Holidays and Pupil Free Days</b>                 | Regular fees are payable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Centre Closures (by Government directive or advice)</b> | Fees may be payable subject to Government advice or direction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Absences</b>                                            | <p>Regular fees are payable. This includes your child being absent due to (but not limited to) illness or being excluded due to an infection and / or vaccine preventable illness.</p> <p>Extended Absences (not funded) will incur the non-eligible daily fee as per Statement of Fees.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Late Collection of Children</b>                         | <p>The prescribed late fee is payable and will be added to your account</p> <p>If you exceed your kindergarten collection time you may be charged a flat rate of \$25 for the first 15 minutes plus \$3.00 for every minute thereafter.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Overdue Fees</b>                                        | <p>An overdue fee of \$20 and interest at commercial bank overdraft rates will, at Boondall Kindergarten's discretion, be charged on overdue accounts.</p> <p>Reasonable fees that Boondall Kindergarten incurs to recover debt referral to an external debt agency agent will be added to the original amount owing and will be payable to you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <b>Cancelled or Ended Enrolment</b> | <p>There is no fee to cancel your enrolment. However, Boondall Kindergarten requires a minimum of two weeks' written notice to cancel your enrolment in accordance with this policy.</p> <p>In the event that your child does not attend during the 2 weeks' notice period a cancellation fee equivalent to the non-eligible daily fee for the days your child would have attended during the notice period will apply.</p>                                                                                                                                                                                                          |
| <b>Additional expenses</b>          | <p>No mandatory fees or levies are charged after a child starts the kindergarten program.</p> <p>For eligible aged children funded under QKF, costs of incursions or excursions in support of a kindergarten learning program will be met by Boondall Kindergarten and are included in the standard daily fee.</p> <p>From time to time you may be requested to fund additional expenses or contribute to the Kindergarten, for example participating in a fundraising activity, purchasing items such as hats, t-shirts, water bottles and photographs, you are not under any obligation to participate or purchase such items.</p> |
| <b>Building Fund</b>                | <p>Donations can be made to the Boondall Kindergarten Building Fund. A tax receipt will be issued. Donations are entirely voluntary and you are under no obligation to make a donation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                          |