



C&K EVERTON PARK Fee Policy



Commitment

C&K Everton Park is committed to providing families with clear and transparent information about the fees we charge and how we administer those fees.

Fees

When you enrol your child at C&K Everton Park 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.

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.

Due dates for Term fees will be published in the C&K Everton Park Kindergarten Information Book.

Term fees can be paid by direct debit via internet banking or over the counter at an ANZ branch. Bank account details will be recorded on the term invoice. Please use your child's full name and invoice number as reference.

You may elect to pay term fees weekly/fortnightly or monthly using an Ezi Debit payment plan (via direct bank debit or credit card account). An Ezi debit form (paper/online) is available from the Finance Administrator. There are charges associated with this option (charged by the provider). These charges are shown on the Ezi Debit payment plan form or available from the Finance Administrator. Annual Ezi Debit fee payment plans must be completed by week 6 of Term 4.

One-off credit card payments can also be made via Ezi Debit payment system – charges will apply (charged by the provider).

C&K Everton Park will, at its discretion, consider alternative payment options and a waiver of fees if you meet the relevant criteria.

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

Government Fee Subsidies

C&K Everton Park must follow Government regulations about applying subsidies/ support.

Your Responsibilities

You may be eligible for subsidies/support to assist in reducing your fees. It is your responsibility to:

- understand and notify C&K Everton Park about any subsidies available to you
- provide us with all documentation necessary to verify your subsidy/support entitlement (eg health care/pension/veteran affairs card)
- provide us with documentation to support any applications for subsidies/support that C&K Everton Park makes on your behalf within seven days of request
- notify us if there are any changes to your entitlement to receive a subsidy/support
- keep your subsidy/support details updated
- pay full fees pending the outcome of any assessment for subsidy/support



You will be charged full fees if:

- you are not eligible for a subsidy/support
- you do not provide C&K Everton Park with the necessary information
- you are no longer eligible for a subsidy/support
- a subsidy/support to which you were entitled is later withdrawn, even if this takes place after your child's enrolment with us has ended

If you pay full fees and later provide C&K Everton Park 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.

C&K Everton Park's Responsibilities

C&K Everton Park will:

- inform you about available subsidies/support on enrolment
- administer QKFS funding, based on the information you provide
- apply any subsidies/support received by us on your behalf to your account in accordance with Government regulations

Changes to subsidies/support

Fee subsidies/support are subject to change by the Government and C&K Everton Park will apply any changes to your account. If the subsidy/support changes, the amount you pay may change.

The Government may make changes to your subsidy/support entitlement at any time. The changes may apply to the subsidies/support you received, even after you have cancelled your enrolment and left C&K Everton Park. This may result in C&K Everton Park owing you a refund or you owing additional fees to C&K Everton Park.

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 C&K Everton Park's discretion, be charged on overdue accounts.

Recovery of Outstanding Fees

C&K Everton Park 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 C&K Everton Park 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.

Any such action may negatively impact your credit rating. C&K Everton Park 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 have unpaid fees owing for 30 days C&K Everton Park 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 C&K Everton Park'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

C&K Everton Park will, cancel your enrolment if:

- your child does not attend continuously for two weeks; and
- you have not communicated with the Kindergarten; and
- C&K Everton Park cannot contact you

In lieu of two weeks' notice in writing you will be charged for two weeks of fees in accordance with this Policy.

Cancelling or Ending Your Enrolment

- You must give C&K Everton Park a **minimum of two weeks' 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 (for example, if you cancel your child's enrolment a week before they are due to start attending the centre, you will still be charged fees for the second week of the notice period)
- **In addition, as it is too disruptive to the Kindergarten to replace a child during Term 4 any advice of withdrawal received after Term 3 finishes will incur the full Term 4 fees.**

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.
- C&K Everton Park 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 C&K Everton Park 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 C&K Everton Park.
- At any time in the future you may contact C&K Everton Park, to provide the required bank account details and C&K Everton Park will pay any valid refund amount to you.
- C&K Everton Park will not attempt to contact you to refund amounts under \$2.00

Record Keeping

C&K Everton Park 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

In the event that C&K Everton Park makes changes to fees, we will provide you with a minimum of 14 days' notice in writing in advance.

References

- *C&K NQS7 Governance and Leadership Policy – Fees*
- *C&K Everton Park Kindergarten Information Book*

Summary of Fees Payable

Waitlist	\$10 - Payable on submission of wait list form Waitlist fees will not be payable for a Kindergarten year that has commenced Waitlist fees may be waived once enrolment for the next year has commenced
Enrolment	\$165 - one off, non-refundable fee on acceptance of enrolment offer In the event that the child attends in the year of enrolment \$115 of the enrolment fee will be applied to cover membership fee (\$15) & roster bond (\$100) ** <i>NB: Enrolments that commence from Term 3 of a Kindergarten year shall only pay \$115 with \$65 of the enrolment fee applied to cover membership fee (\$15) & roster bond (\$50) **</i>
Membership Fee **	\$15 (inc GST) – annually per family
Roster Bond **	\$100 – annually per family Refundable at the end of the Kindergarten year if roster bond requirements are met. <ul style="list-style-type: none"> • 1 working bee • 1 maintenance roster as per parent roster <i>Enrolments that commence from Term 3 of that Kindergarten year shall pay \$50. Only 1 roster bond requirement will be expected to be met (ie working bee or maintenance roster)</i>
Kindergarten Term Fees	Fees are set for a Kindergarten year and are: <ul style="list-style-type: none"> • Displayed at the Kindergarten and available on www.candk.asn.au • Calculated and charged per term • Payable by the due date through Netbank Transfer or Payment at an ANZ Branch • payable weekly/fortnightly/monthly via an Ezi Debit payment plan
Public Holidays and Pupil Free Days	Regular fees are payable
Centre Closures (at C&K's discretion)	No fees are payable
Centre Closures (by Government directive or advice)	Fees may be payable subject to Government advice or direction
Absences	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.
Late Collection of Children	The prescribed late fee is payable and will be added to your account If you exceed your kindergarten collection time you may be charged a flat rate of \$20 for the first 15 minutes plus \$2.50 for every minute thereafter
Overdue Fees	An overdue fee of \$20 and interest at commercial bank overdraft rates will, at C&K Everton Park's discretion, be charged on overdue accounts
Cancelled or Ended Enrolment	There is no fee to cancel your enrolment. However, C&K Everton Park requires a minimum of two weeks' written notice to cancel your enrolment . In addition, as it is too disruptive to the Kindergarten to replace a child during Term 4, any advice of withdrawal received after Term 3 finishes will incur the full Term 4 fees.
Additional expenses	From time to time you may be requested to fund additional expenses or contribute to the Kindergarten, for example participating in a fundraising activity, paying for your child to go on an excursion or incursion or purchasing items such as hats, t-shirts, water bottles and photographs, you are not under any obligation to participate or purchase such items.