



# 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 (if applicable) 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 can be paid by direct debit via internet banking or over the counter at a Bank of Qld 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 via the Kidsoft payment gateway. Kidsoft charges fees to access this payment gateway and this will be charged directly to you via this system.

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 (including FREE Kindy)

From 2024 eligible-age Queensland children are entitled to attend for 15 hours per week (40 weeks of the year) for FREE. To be eligible for FREE Kindy:

- Your child must be of eligible age (turning 4 by 30 June 2024).
- Only one centre can claim the funding subsidy for your child for FREE Kindy. If your child is enrolled in another kindergarten program (eg childcare or another kindergarten) while they are enrolled at C&K Everton Park, you will need to choose which centre you would like the funding applied to. If you do not nominate C&K Everton Park Kindergarten, we ask that you discuss this prior to enrolment acceptance as additional conditions & charges will apply.

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

### Your Responsibilities

- provide us with all documentation necessary to verify your subsidy/support entitlement (eg proof of birth, immigrations/visa information)
- 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
- pay full fees pending the outcome of any assessment for subsidy/support

You may 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 (eg proof of birth, immigration/visa

information)

- you are no longer eligible for a subsidy/support
- You have claimed kindergarten funding at more than one centre.
- 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:

- provide general information to inform you about available subsidies/support on enrolment
- administer Government 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

## 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

<b>Waitlist</b>	Not applicable from 2024
<b>Enrolment</b>	\$100 - one off, on acceptance of enrolment offer. Non-Refundable.
<b>Membership Fee **</b>	Included in Term Fees charged
<b>Kindergarten Term Fees</b>	<p><b>Children eligible for subsidy under the FREE Kindergarten model – FREE FEES</b></p> <p>Non-eligible enrolments in lieu of FREE Kindy funding will incur a minimum kindergarten fee of \$5,440 per annum (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.</p>
<b>Public Holidays and Pupil Free Days</b>	Regular fees are payable
<b>Centre Closures (at C&amp;K's discretion)</b>	No 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>	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.
<b>Late Collection of Children</b>	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
<b>Overdue Fees</b>	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
<b>Cancelled or Ended Enrolment</b>	There is no fee to cancel your enrolment. However, C&K Everton Park requires a minimum of two weeks' written notice (or 2 weeks paid in lieu) to cancel your enrolment.
<b>Additional expenses</b>	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.
<b>Building Fund</b>	Donations can be made to the Everton Park Kindergarten Building Fund. A tax receipt will be issued. Donations are entirely voluntary and you are under no obligation to make a donation.