



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. You can elect to update payment details, change frequency or make extra payments anytime using the Kidsoft portal (or via written communication with the Kindergarten Administrator).

Enrolment fees (if applicable) are non-refundable, even if your child doesn't attend.

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.

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 Kindergarten 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)

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 (turning 4 by 30 June 2026).
- 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.

Full fees will be charged for children enrolled in more than one kindergarten program and for children that are non-eligible age.

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

Your 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 (eg proof of birth, immigrations/visa information) to free kindy within seven days of request
- 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 C&K Everton Park with the necessary information required to claim for a subsidy within allowed timeframes
- 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 C&K Everton Park with information sufficient for us to claim any relevant subsidies, 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:

- 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.

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
- add any reasonable recovery costs (eg debt collector fees) to your account

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). C&K Everton Park will only share information that is reasonably necessary with a debt recovery agency.

Suspending or Cancelling Enrolment for Outstanding Fees

If you fall behind on payments, 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' (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 Termination of Enrolment Form and returning it to the kindergarten
- Sending an email to kindy@epk.asn.au
- Sending a message to C&K Everton Park via Kidsoft Parent Portal message
- Handing or posting a letter to C&K Everton Park (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.

After the 48-hour cooling off period, in lieu of two weeks' notice in writing you will be charged for two weeks of your usual routine bookings in accordance with this Policy.

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).

You will be required to pay for any routine bookings that fall within the two weeks' (14 calendar days) notice period whether your child attends during that time or not.

The two-week notice period does not apply if:

- *the enrolment ends due to a Government Department changing a child's arrangement, (for example, if a child is removed from home by child safety). Supporting evidence of the action taken by the agency will be required.*
- *Your child is eligible age and leaves the centre at the end of Term 4 of the current school year to go to school the following year.*

Fee Refunds

- If at the end of a Kindergarten year (or on cancellation of enrolment) a refund is owed to you the Kindergarten 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

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

References

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

Summary of Fees Payable

Waitlist	No Fee
Enrolment	\$100 - one off, on acceptance of enrolment offer. Non-Refundable. This fee is NOT transferrable to other C&K branch or affiliate centres.
Membership Fee **	Included in Term Fees charged
Kindergarten Term Fees	<p>Fees are:</p> <ul style="list-style-type: none"> • Displayed via Statement of Fees at the kindergarten and available on www.epk.asn.au • Covered by the Queensland Government's Free Kindy Program for one part-time kindergarten program for eligible enrolments who are claiming QKF at C&K Everton Park • Calculated and charged per term • Payable in advance as selected by you either weekly, fortnightly or per term through direct debit from a nominated bank account or via credit card (using kidsoft payment portal) or direct deposit to kindergarten nominated bank account. <p>Children eligible for subsidy under the FREE Kindergarten model – FREE FEES apply</p> <p>Non-eligible enrolments in lieu of FREE Kindy funding will incur a minimum 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>
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 \$25 for the first 15 minutes plus \$3.00 for every minute thereafter. Government subsidies do not apply for late fee charges.
Overdue Fees	<p>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</p> <p>Reasonable fees that C&K Everton Park 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>
Cancelled or Ended Enrolment	There is no fee to cancel your enrolment. However, C&K Everton Park requires a minimum of two weeks' (14 calendar days) written notice (or 2 weeks paid in lieu) to cancel your enrolment in accordance with this policy.

<p>Additional expenses</p>	<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 (for kindergarten child) in support of a kindergarten learning program will be met by C&K Everton Park 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>
<p>Building Fund</p>	<p>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.</p>