



# NQS7 Governance and Leadership Policy Fee Policy Sessional Kindergarten

## Commitment

The Roderick Street Community Kindergarten (RSCK) is committed to providing families with clear and transparent information about the fees we charge and how we administer those fees.

## Who is this policy for?

This policy is for families who have a child enrolling and attending RSCK and receiving the Queensland Kindergarten Funding.

From 2024, sessional kindergarten fees for the part-time kindergarten program for eligible aged children in Queensland accessing an annual provision of 600 hours of kindergarten for 40 weeks made up of 15 hours a week or 30 hours a fortnight will be fully subsidised under the Queensland Government's [Free Kindy Program](#). You need to provide us with all documentation necessary to verify your entitlement to free kindy.

Under QKF rules, each eligible child is entitled to one 15-hour program per week (This equates to two days per week). Full fees will be charged for children enrolled in more than one kindergarten program and for children that are non-eligible age.

RSCK offers a third, optional and unfunded day per week and parents will need to pay for this in advance.

## Fees

When you enrol your child at RSCK you enter into a fee agreement with us. The Summary of Fees Payable table below lists the fees that RSCK charge.

A fee agreement is confirmed on the date that a confirmation of enrolment email is sent to the email address provided by you in the enrolment booklet.

Once a fee agreement has been entered into there is no cooling off period and a non-refundable enrolment fee (where applicable) will be charged to your account. RSCK requires payment of the enrolment fee even if that enrolment is later cancelled and regardless of whether your child has attended or not.

If fees are payable (this includes payment for the third unfunded day if you have chosen this option), these are made by direct deposit, cash or credit card. On enrolment you choose the frequency of your payments. Fees are to be paid in advance - either fortnightly or by term.

The account holder is responsible for paying fees when they fall due.

RSCK will, at its discretion, consider alternative payment options if you meet the relevant criteria.

Immediately contact the Director or admin officer if you cannot pay your fees by the due date.

## 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 RSCK's discretion, be charged on overdue accounts.

## Suspending or Cancelling Enrolments for Outstanding Fees

If you have unpaid fees owing RSCK will:

- suspend your child's enrolment unless we agree to special payment arrangements (e.g., a formal 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 without further notice after the suspension period if the outstanding fees remain unpaid or if you do not adhere to the agreed terms of a formal payment plan.
- continue action to recover any outstanding fees.



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Cancelled enrolments will be offered to the next child on the wait list. It is at RSCK'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 centre.

## Recovery of Outstanding Fees

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

- enter into a formal payment plan with you.
- refer the recovery of outstanding fees to an external debt collection agency.
- bring legal action against you.
- take any other appropriate and reasonable action.

RSCK 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).

If your account is passed on to C&K's appointed external debt collection agent, only the information that is reasonably necessary to recover the debt will be passed on to them.

## Cancelling or Ending Your Enrolment

### Your (Guardians') Responsibilities

You must give C&K a **minimum of two weeks' (14 calendar days) written notice** to cancel or end your child's enrolment.

Written notice may be provided either by:

- by sending an email to [roderickstkindy@bigpond.com](mailto:roderickstkindy@bigpond.com) or;
- by sending a message to your centre via your [Parent Portal](#) account, or;
- by handing or posting a letter to your centre ensuring that this is dated.

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

In lieu of two weeks' notice in writing you will be charged for two weeks of 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 to go to school.

## Fee Refunds

When your enrolment ends, you will receive a Customer Account Statement (CAS) from your centre Director.

If a refund is owed to you the centre Director will apply for the refund to be processed via the admin officer.

If your enrolment has not ended, credit balances eligible for a refund will be calculated to the end of the current term.

You may choose, by sending a request in writing, that your refund is donated to our RSCK's Building Fund account instead of being paid to yourself.



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If RSCK does not hold current bank account details for you, we will request that you provide us with accurate details securely via your Parent Portal account.

If the refund payment fails, RSCK will contact you using the contact details we have for you to request that you submit the correct bank details via your Parent Portal account.

RSCK will keep a record of these attempts to contact you.

RSCK will not attempt to contact you to refund amounts under \$1.00.

If RSCK has been unable to contact you after 90 calendar days or you have not responded to our requests to provide your bank account details, the refund amount will be transmitted to RSCK.

At any time in the future, you may contact C&K, to provide the required bank account details and C&K will pay any valid refund amount to you.

## Record Keeping

RSCK 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

RSCK can adjust fees at our discretion. We will provide you with a minimum of 14 days' notice in writing in advance of changing any fees or payment processes.



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#### Summary of Fees Payable

|  |   |
|--|---|
| <b>Waitlist</b>  | No fee  |
| <b>Enrolment</b>   | <ul style="list-style-type: none"> <li>One off, non-refundable fee per child.</li> <li>RSCK's enrolment fee is \$50 per child.</li> <li>Payment of the enrolment fee is due within 14 days of it being charged to your account, even if that enrolment is later cancelled.</li> <li>The enrolment fee is not transferable from an affiliate kindergarten to a C&amp;K branch kindergarten and vice versa.</li> </ul>  |
| <b>Sessional kindergarten</b>                              | <p>Fees are:</p> <ul style="list-style-type: none"> <li>Displayed at the centre and available on <a href="http://www.candk.asn.au">www.candk.asn.au</a></li> <li>From 2024, covered by the Queensland Government's Free Kindy Program for one part-time kindergarten program for eligible enrolments who are claiming QKF at a C&amp;K sessional kindergarten centre.</li> <li>Calculated and charged per term (you will be provided with an account statement at the start of each term).</li> <li>Payable in advance as selected by you either weekly, fortnightly or per term</li> </ul> |
| <b>Optional Third, Unfunded Kindergarten Day</b>           | <p>Fees are: \$600 per term (this equates to \$60 per day)</p> <ul style="list-style-type: none"> <li>Calculated and charged per term (you will be provided with an account statement at the start of each term).</li> <li>Payable in advance as selected by you either weekly, fortnightly or per term</li> </ul>  |
| <b>Permanent bookings</b>                                  | All kindergarten bookings are permanent, your child is enrolled for the full kindergarten program commencing on the offered start date until the enrolment is cancelled in accordance with this policy.   |
| <b>Public holidays</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 direction or advice.  |
| <b>Absences</b>  | Regular fees are payable.   |
| <b>Late collection of children</b>                         | <p>If you are late picking up your child from a centre i.e. pick up time is after the centre's closure time, you will be charged a flat rate of \$25 per 15 minutes for the first occurrence and \$50 per 15 minutes for each subsequent occurrence. Government subsidies do not apply for late fee charges.</p> <p>The prescribed late fee is payable and will be added to your account and will show on your customer account statement.</p>  |
| <b>Cancelled or ended enrolment</b>                        | There is no fee to cancel your enrolment. However, RSCK requires that your fees, including any enrolment fee, have been paid in full and that you provide a minimum of two weeks' (14 calendar days) written notice to cancel your enrolment in accordance with this policy (refer to 'Cancelling or Ending Your Enrolment').   |
| <b>Additional expenses</b>                                 | <p>No mandatory fees or levies are charged after a child starts the kindergarten program.</p> <p>Where an excursion or incursion is offered in support of a kindergarten learning program these costs will be met by C&amp;K and included in the standard daily fee.</p> <p>From time to time you may be invited to participate in fundraising activities, e.g. Purchasing items such as t-shirts, raffle tickets, picture plates and photographs. You are not under any obligation to participate or purchase such items.</p>  |



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## Glossary of Terms

|                         |  |
|-------------------------|--|
| ACCC                    | Australian Competition and Consumer Commission   |
| Affiliated Kindergarten | Affiliated kindergartens are operated by a volunteer parent management committee that has a signed agreement with C&K.   |
| ASIC                    | Australian Securities and Investment Commission  |
| C&K                     | The Creche and Kindergarten Association Limited  |
| RSCK                    | The Roderick Street Community Kindergarten Association   |
| CAS                     | Customer Account Statement   |
| Eligible Age            | A child that is at least four years of age by 30 June in the year they commence kindergarten.  |
| Guardian                | The parent/guardian and/or court-appointed individual/organisation granted parental responsibility. Includes biological, or as a result of adoption, court order or some other reason.   |
| Parent Portal           | The Parent Portal provides authorised guardians with a secure, online account to access individual information relevant to their child/ren, manage documentation and payments, quickly and easily from their computer or mobile device.  |
| QKF                     | Queensland Kindergarten Funding  |
| Sessional Kindergarten  | A centre that provides a part-time educational program for children in the year before Prep. The program is delivered by a qualified early childhood teacher for an annual provision of 600 hours made up of at least 15 hours per week or 30 hours per fortnight for 40 weeks per year. Operate during school hours each school term. |