



### PURPOSE

This policy will provide clear guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Highvale Preschool, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Highvale Preschool.

### VALUES

Highvale Preschool is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- ensuring there are no financial barriers for families wishing to access an early childhood program for their child/children
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program funding, including government support and fees to be paid by parents/guardians
- providing equitable access for families eligible for the Kindergarten Fee Subsidy.

### SCOPE

This policy applies to the Approved Provider, Committee and Staff and parents/guardians with an enrolled child, or wish to enrol a child at Highvale Preschool

### BACKGROUND AND LEGISLATION

#### Background

- The Department of Education and Training (DET) provides per capita funding as a contribution towards the costs of the four-year-old kindergarten program. Income from other sources, primarily fees, is required to meet all the additional costs incurred by the service in the delivery of the children's program. In addition, the Kindergarten Fee Subsidy (refer to *Definitions*) enables eligible families to attend the four-year-old kindergarten program free of charge. (Voluntary contributions may be requested)
- DET also funds eligible three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs as outlined in the *The Kindergarten Guide 2016* (refer to *Sources*).
- DET requires that funded services have a comprehensive written fees policy in place, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged, as required under Regulation 168(2)(n), and the payment process. All families must be informed of applicable term and annual fees at the time of enrolment. Services must also advise eligible families of the Kindergarten Fee Subsidy arrangements. The fees charged must comply with the *Kindergarten Fee Subsidy – Fees Policy* (refer to *Definitions*), and be responsive to the local community and the viability of the service. The *Kindergarten Funding Guide* outlines the criteria to be covered in the policy.

### LEGISLATION AND STANDARDS

**Relevant legislation and standards include but are not limited to:**

- Charter of Human Rights and Responsibilities 2006 (Vic), as amended 2011
- Child Wellbeing and Safety Act 2005 (Vic), as amended 2012
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- *National Quality Standard, Quality Area 7 - Governance and Leadership*



### DEFINITIONS

The terms defined in this section relate specifically to this policy.

**Early Start Kindergarten:** A funding program that enables three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection to attend a kindergarten program that is planned and delivered by an early childhood teacher for up to 15 hours per week. Details are available at: [www.education.vic.gov.au](http://www.education.vic.gov.au)

**Enrolment application fee:** A payment to cover administrative costs associated with the processing of a child's enrolment application for a place in a program at the service. Paid to City of Monash.

**Fees:** A charge for a place within a program at the service.

**Health Care Card:** A Commonwealth Government entitlement providing concessions for low-income earners and other eligible people. Details are available at: [www.humanservices.gov.au](http://www.humanservices.gov.au)

**Kindergarten fee deposit:** A charge to secure a place that has been offered in a program at the service. This deposit is used as a maintenance contribution for the preschool. This is non-refundable. Families with more than one child at the kinder will have the additional child's deposit deducted from term one fees.

**Kindergarten Fee Subsidy (KFS):** A state government subsidy paid in addition to per capita grants to subsidise the costs of parent fees and enable eligible children to attend a funded kindergarten for 15 hours free of charge (The Kindergarten Funding Guide (refer to Sources)).

**Late collection charge:** A charge that may be imposed by the Approved Provider when parents/guardians are late to collect their child/children from the program (refer to Attachment 1 – Fee information for families).

**Registered care:** Registered child care is provided by individuals who are registered as carers with the Department of Human Services. A registered carer may include grandparents, relatives, friends, neighbours or nannies. In some cases, it can also include care provided by individuals in private preschools, kindergartens and some outside school hour services, including before and after school care, vacation care and holiday programs:

[www.humanservices.gov.au](http://www.humanservices.gov.au) (Note: There will be changes to child care assistance from 2 July 2018. More information about the New Child Care Package can be found at: [www.education.gov.au](http://www.education.gov.au))

**Voluntary parent/guardian contribution:** A voluntary payment for items not directly related to the provision of the children's program. Attendance at the service is not conditional on this payment.

### SOURCES AND RELATED POLICIES

#### Sources

- The Kindergarten Funding Guide (Department of Education and Training): [www.education.vic.gov.au](http://www.education.vic.gov.au)
- The constitution of Highvale Preschool

#### Related Policies

- *Complaints and Grievances Policy*
- *Delivery and Collection of Children Policy*
- *Enrolment and Orientation Policy*
- *Excursions and Service Events Policy*
- *Inclusion and Equity Policy*
- *Privacy and Confidentiality Policy*

### PROCEDURES

#### THE APPROVED PROVIDER IS RESPONSIBLE FOR:

- reviewing the current budget to determine fee income requirements
- developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- implementing and reviewing this policy in consultation with parents/guardians, the Nominated Supervisor and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to Sources)
- considering any issues regarding fees that may be a barrier to families enrolling at Highvale Preschool and removing those barriers wherever possible
- reviewing the effectiveness of the procedures for late payment and support offered



- considering options for payment when affordability is an issue for families
- clearly communicating this policy and payment options to families in a culturally-sensitive way, and in the family's first language where possible
- ensuring that the *Fees Policy* is readily accessible at the service (Regulation 171)
- providing all parents/guardians with fee information (refer to Attachment 1)
- providing all parents/guardians with a statement of fees and charges (refer to samples in Attachments 2 and 3) upon enrolment of their child
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachments 4)
- ensuring fees are collected and receipted
- collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable
- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians a minimum of 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2)), and ideally providing one term's notice.

#### THE NOMINATED SUPERVISOR AND PERSON IN DAY TO DAY CHARGE IS RESPONSIBLE IS FOR:

- assisting the Approved Provider in developing this policy, and ensuring that this policy is based on the *Kindergarten Funding Guide* (refer to *Definitions*)
- implementing and reviewing this policy, in consultation with parents/guardians, the Approved Provider and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to *Sources*)
- considering any issues regarding fees that may be a barrier to families enrolling at Highvale Preschool and removing those barriers wherever possible
- considering options for payment when affordability is an issue for families
- communicating this policy, the availability of the Kindergarten Fee Subsidy and payment options to families in a culturally-sensitive way and in the family's first language where possible
- providing all parents/guardians with fee information (refer to Attachment 1)
- providing all parents/guardians with a statement of fees and charges (refer to samples in Attachments 2 and 3) upon enrolment of their child, and ensuring that the *Fees Policy* is readily accessible at the service
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachments 4 and 5)
- collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable
- complying with the service's *Privacy and Confidentiality Policy* regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.

#### All other staff are responsible for:

- informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- referring parents'/guardians' questions in relation to this policy to the Approved Provider.

#### ALL PARENTS/GUARDIANS ARE RESPONSIBLE FOR:

- reading the Highvale Preschool Fee information for families (refer to Attachment 1), the Fee Payment Agreement (refer to Attachments 4 and 5) and the Statement of Fees and Charges (refer to Attachments 2 and 3)
- signing and complying with the Fee Payment Agreement (refer to Attachments 4 and 5)
- notifying the Approved Provider if experiencing difficulties with the payment of fees
- providing the required documentation to enable the service to claim the Kindergarten Fee Subsidy for eligible families (refer to Attachment 1 – Fee information for families).



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**VOLUNTEERS AND STUDENTS, WHILE AT THE SERVICE, ARE RESPONSIBLE FOR FOLLOWING THIS POLICY AND ITS PROCEDURE**

### **EVALUATION:**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary because of a risk.

### **ATTACHMENTS:**

Attachment 1: Fee information

Attachment 2: Statement of Fees – Fee schedule – Four-year-old (funded) kindergarten program 2018 & 2019

Attachment 3: Statement of Fees – Fee schedule – Three-year-old kindergarten program 2018 & 2019

Attachment 4: Fee Payment Agreement – Four-year-old (funded) kindergarten program & Three-year-old Kindergarten Program

Attachment 5: Refunds

### **AUTHORISATION:**

Adopted by Highvale Preschool Association Inc. 18th June 2020 and will take effect from 3<sup>th</sup> July 2020

### **POLICY REVIEW: JUNE 2021**



## ATTACHMENT 1

### Fee information Highvale Preschool 2020 & 2021

#### 1. Why fees are necessary

The Department of Education and Training (DET) **provides per capita funding as a contribution toward the costs of providing a four-year-old kindergarten program.** Services meet the balance of costs through charging fees.

**The Department of Education and Training (DET) do not fund the 3-4 year old program except in the below situations**

DET provides a Kindergarten Fee Subsidy (see below) that enables children from eligible families to attend a four-year-old kindergarten program free of charge, or at a minimal cost.

DET also provides funding to assist eligible three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs.

Highvale Preschool provides a range of support options to parents/guardians experiencing difficulty with payment of fees (see below).

#### 2. How fees are set

As part of the budget development process, the Committee of Management sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service
- the level of government funding provided for the program, including the Kindergarten Fee Subsidy
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of The Kindergarten Funding Guide (Department of Education and Training) available from the DET website: [www.education.vic.gov.au](http://www.education.vic.gov.au)

Once fees are set for the year, they will only be reviewed in extraordinary circumstances, for example, if enrolments drop and the service is at risk of not being able to meet its expenses.

#### 3. Statement of Fees and other charges

A statement of Program fees for four-year-old or three-year-old kindergarten will be provided to families on enrolment.

These include:

##### Kindergarten fee deposit:

This payment secures a child's place at the service and is payable on acceptance of enrolment. The deposit is retained as the maintenance contribution. Families eligible for the Kindergarten Fee Subsidy (see below) are required to pay a reduced amount for the deposit. This will be refunded during Term 1 or maybe used for voluntary contribution payment. Families experiencing hardship should also discuss any difficulties with the service. **This is NON-REFUNDABLE** (Except for Concession card holders attending 4-5 year old preschool)

##### Late collection charge:

The Committee of Management reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will be set at a level determined by the Committee of Management. On the first instance of late collection the parent/guardian will be reminded of the official collection time and the late collection officially recorded in the drop off and collection sign in book. Any further late collections from this point will be charged \$15 per child for every 15 minutes or part thereof that the children are in the care of the teachers following the official pick up time

##### Maintenance Contribution

All families pay a Maintenance contribution. The Maintenance Contribution is \$100 per family per year regardless of the number of children attending in the one year. Families starting at Highvale Preschool in term 4 will not be required to pay the contribution for that year.



The deposit which you paid to secure a position at the preschool will be allocated as your maintenance contribution. Families eligible for the Kindergarten Fee Subsidy (Concession card holders attending 4-5 year old preschool) pay a reduced deposit of \$50. This will be refunded during Term 1 or maybe used for voluntary contribution payment. This deposit is non-refundable. (Except for Concession card holders attending 4-5 year old preschool) Families with more than one child attending in a preschool year will still be required to pay the deposit per child, but only one deposit will be used towards the maintenance contribution. The remaining deposits will be deducted from your term fees.

#### 4. Subsidies

##### KINDERGARTEN FEE SUBSIDY (FOUR-YEAR-OLD PROGRAMS ONLY)

The Kindergarten Fee Subsidy is provided by DET and enables eligible children to attend kindergarten free of charge or at minimal cost. Eligibility conditions change from time-to-time – contact the service for further information.

Families who may be eligible for the Kindergarten Fee Subsidy (four-year-old programs only) include those who are:

- Health Care Card holders
- Pensioner Concession Card holders
- Department of Veterans' Affairs Gold Card holders
- Temporary Protection/Humanitarian Visas 447, 451, 785 or 786
- Asylum seekers on Bridging Visas A–F
- Refugee and Special Humanitarian Visa 200–217
- Resolution of Status (RoS) visa, Class CD, subclass 851
- Aboriginal or Torres Strait Islander children
- triplets or quadruplets attending a funded kindergarten program in the same year.

Supporting documentation must be sighted by the service on acceptance of a place or on commencement in the program. Families are eligible for the Kindergarten Fee Subsidy for the full term in which their concession is valid. Contact the service for further information.

For children who are attending under the Kindergarten Fee Subsidy, the preschool requests a voluntary payment to cover incursions/excursions.

##### Early Start Kindergarten fee subsidy

Three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection are eligible to attend a funded early childhood program that is planned and delivered by a qualified early childhood teacher free of charge. The service receives funding for children who meet the eligibility criteria. Contact the service for further information.

#### 5. Payment of fees

The Committee of Management will regularly review payment options and procedures to ensure that they are inclusive and sensitive to families' cultural and financial situations.

Fees will be invoiced to parents/guardians directly and must be paid by the date indicated on the invoice. Each invoice will be accompanied by payment instructions. The completed Fee Payment Agreement (refer Attachment 4) must be received by the service prior to the child commencing at the service.

For children enrolled after the commencement of a term, a pro rata invoice will be issued and must be paid in full within 14 working days of the child's commencement at the service.

Term 1 invoices will be issued at the Annual General Meeting in November and will be payable within 14 days of invoice being issued. Terms 2, 3 and 4 invoices will be issued in the last week of the preceding term. Fees are payable within 14 business days from the date of issue. Invoices must be paid by the due date noted on the invoice. If you are having difficulty paying the invoice by due date, please make contact with the Treasurer. Your child cannot begin the next term until fees have been paid, or other arrangements made with the Fees Officer.

Fees can be paid by one of the following methods:

- Internet banking (preferred method)
- Direct deposit through a Westpac Branch. Note: No reference can be given at the time of transaction and therefore this is not the preferred method of payment
- **For safety reasons Cash and cheques are NOT accepted at the Preschool**

Receipts for payment of fees will be provided upon request.



Parents/guardians experiencing difficulty in paying fees are requested to contact the Treasurer to arrange a suitable alternative payment plan.

Families unable to cover the full or part cost of fees may apply to the Committee of Management to have their deposit, maintenance contribution, and excursions/incursions waived or reduced.

Any reduction or waiving of fees is at the discretion of the Committee of Management and will be decided on a case by case basis. The Privacy and Confidentiality Policy of the service will be complied with at all times in relation to a family's financial/personal circumstances.

#### **6. Unpaid fees**

If fees are not paid by the due date, the following steps will be taken:

- Reminder letters will be sent to parents/guardians with a specified payment date, and will include support options available for the family.
- Where payment is still not received, families will be invited to attend a meeting to discuss & establish alternative arrangements such as a payment plan.
- Failure to attend the meeting and continued non-payment may result in a final letter notifying parents/guardians that the child's place at the service may be withdrawn unless payment is made or a payment plan is entered into within a specified period of time.
- The Committee of Management will continue to offer support and will reserve the right to employ the services of a debt collector. Fees associated with the services of a debt collector will be borne by the parents/guardians.
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.
- Unpaid fees at the end of the preschool year may result in the inability to enrol further children into the centre.

#### **7. Refund of fees**

If a family becomes eligible for the Kindergarten Fee Subsidy during a term, a full refund of the applicable term fees will be provided.

Program Fees are generally non-refundable. A pro-rata refund may be given in exceptional circumstances, as determined by the Committee. Any request for a refund of fees must be in writing. No partial term fees will be refunded, except in exceptional circumstances at the Committee of Management's discretion. Where the family is able to give the Enrolment Officer adequate notice (usually 1 term) in writing of their intention to withdraw their child, and the Enrolment Officer is able to fill this place before the family leaves, the Committee may consider a partial refund of fees to the family leaving

In any other case, fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the Committee of Management). There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays
- family holiday during operational times
- closure of the service for one or more days when a qualified educator is absent and a qualified reliever is not available
- closure of the service for staff training days
- closure of the service due to extreme and unavoidable circumstances.

In addition, there will be no refund where a family chooses not to send their child to the program for the maximum number of hours for which they are enrolled. (See attachment 7)

#### **8. Support services**



Families experiencing financial hardship often require access to family support services. Information on these services is available from Family Counselling/Support Services at Monash City Council, who can be contacted on 9518 3900.

### 9. Notification of fee changes during the year

Fees set for the year would only be reviewed in extraordinary circumstances, for example, if attendance rates fall below the budget 'break even' point. Parents/guardians will be notified 14 days in advance of any required fee increase and will be offered the option to request a payment plan.

### 10. Release Fee (applicable Term 4 only)

Payable when a Highvale family has informed teaching staff in writing by the end of Term Three that they will be absent for the entire duration of Term Four in either the Three to Four or Four to Five Year Old Program. The amount payable is \$100 per child and replaces the standard Term Four Fee.

The Release Fee covers all costs for items such as excursions and incursions which occur throughout the year but are averaged out across all four terms. The Release Fee also covers the time taken in Term Four to produce transition reports and handovers for the following year. Until the Release Fee is paid no reports will be released and no enrolments for the child or future siblings will be accepted.

### 11. Second Year at Four Year old Preschool

Unless Government funding i.e. per capita grant and Kindergarten Fee Subsidy, is approved by the DET for a second year of 4 year old preschool, the full fee will be required to be paid by the parent/guardian for their child to attend the program.

### 12. Holding a place at Highvale during the year for a child.

When holding a child's place within the Highvale Preschool program the following applies:

- Full payment of fees applies if a place is to be held when a child is unable to attend for the part or entire term due to holidays, work, and prolonged sickness or for any other reason. This includes children attending 3-4 year old program who have accepted a place but are unable to attend before their 3rd birthday
- This is inclusive of all term fees.

### 13. Program Fees

#### 4 – 5 Year Old Group

Year	2020	2020 Fees Subsidy	2021	2021 Fees Subsidy
Deposit	\$100.00	\$50	\$100	\$50
Program Fee per Term	\$535.00	\$45.00*	\$545	\$45.00*
**Optional Pee WEE PE Fitness Program			\$90	\$90

\*Voluntary contribution towards Incursions/excursions

\*\*Cost per Term for terms 2 & 3 only

### 14. Program Fees

#### 3 - 4 Year Old Group

Year	2020	2021
Deposit	\$100	\$100
Program Fee per Term	\$510.00	\$520

ATTACHMENT 2

**Statement of Fees - Fee schedule 2020 and 2021**  
**Four-year-old (funded) kindergarten – 15 hours per week**

**2020**

	Fees (\$)	Families eligible for the Kindergarten Fee Subsidy (\$)
Kindergarten fee deposit	100	50
Term 1	535	45*
Term 2	535	45*
Term 3	535	45*
Term 4	535	45*
Total	2240	230

**2021**

	Fees (\$)	Peewee PE (OPTIONAL) \$	Pee Wee PE not included Total (\$)	Pee Wee PE included Total (\$)	Families eligible for the Kindergarten Fee Subsidy			
					Fees (\$)	Peewee PE (OPTIONAL) \$	Pee Wee PE not included Total (\$)	Pee Wee PE included Total (\$)
Kindergarten fee deposit	100		100	100	50**		50**	50
Term 1	545		545	545	45*		45	45
Term 2	545	90	545	635	45*	90	45	135
Term 3	545	90	545	635	45*	90	45	135
Term 4	545		545	545	45*		45	45
Total	2280	180	2280	2460	230	180	230	410
Average hourly rate for year	3.80	9.00	3.80	4.10	0.38	9.00	0.38	0.68

\* The amount of \$45 each term is requested as a voluntary payment to cover incursions/excursions for families eligible for the Kindergarten Fee Subsidy.

\*\* Deposit refunded in Term 1 or may be used towards voluntary payment

ATTACHMENT 3

**Statement of Fees - Fee schedule 2020 and 2021**  
**Three – year old kindergarten – 6.5 hours per week**

**2020**

	<b>Fees (\$)</b>
Kindergarten fee deposit	100
Term 1	510
Term 2	510
Term 3	510
Term 4	510
Total	2040
Average hourly rate for year	7.85

**2021**

	<b>Fees (\$)</b>
Kindergarten fee deposit	100
Term 1	520
Term 2	520
Term 3	520
Term 4	520
Total	2180
Average hourly rate for year	8.00



ATTACHMENT 4

THIS ACKNOWLEDGEMENT IS PART OF OUR ENROLMENT DOCUMENTATION FOR 2021

**FEE PAYMENT ACKNOWLEDGEMENT - Three year old kindergarten program 2021**

- I/we acknowledge that the three-year-old kindergarten is not funded by the state government and that the program cannot operate without receiving fees (the only exception is where a child is eligible for the Early Start Kindergarten fee subsidy – see below)
- I/we agree to pay fees by the due date on the invoice
- I/we understand that term fees are non-refundable.
- I/we acknowledge that if fees are not paid by the due date, the Committee of Management will implement the late payment of fees procedures, as outlined in the Fees Policy, which could result in the withdrawal of my/our child's place at the service
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Treasurer to discuss alternative payment options
- I/we acknowledge that I/we have received the link to the Fees Policies and read the service's Fee information for families, which outlines the procedure for payment of fees.

**Early Start Kindergarten**

Three-year-old Aboriginal and Torres Strait Islander children and children known to Child Protection are eligible to attend a funded early childhood program that is planned and delivered by a qualified early childhood teacher free of charge. The service receives funding for children who meet the eligibility criteria. Contact the service for further information.

<http://www.highvalekinder.org.au/policy/Fees%20Policy.pdf>

**FEE PAYMENT ACKNOWLEDGEMENT - Four year old kindergarten program 2021**

- I/we acknowledge that the four-year-old kindergarten program is partly funded by the state government, with the balance of funds coming from fees paid by parents/guardians.
- I/we understand that I/we am/are entitled to obtain the Kindergarten Fee Subsidy if I/we meet one of the criteria below. If my/our eligibility lapses, then I/we understand that full payment of fees is required from the beginning of the following term.
- I/we agree to pay fees by the due date on the invoice.
- I/we understand that term fees are non-refundable.
- I/we acknowledge that if fees are not paid by the due date, the Committee of Management will implement the late payment of fees procedures, as outlined in the Fees Policy, which could result in the withdrawal of my/our child's place at the service.
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Treasurer to discuss alternative payment options.
- I/we acknowledge that I/we have received and read the service's Fee information for families, which outlines the procedure for payment of fees.

**Kindergarten Fee Subsidy**

Please indicate if you are eligible for one of the following concessions:

- Aboriginal or Torres Strait Islander
- Health Care Card
- Pensioner Concession Card
- DVA Gold Card
- Bridging Visas A-F
- Temporary Protection/Humanitarian Visas 447, 451, 785 or 786
- Resolution of Status Visa (RoS) Visa Class CD, Subclass 851
- Refugee and Special Humanitarian Visas 200-217
- Triplets or Quadruplets

Supporting documentation will need to be sighted on commencement at Highvale Preschool by the Teaching Staff.

<http://www.highvalekinder.org.au/policy/Fees%20Policy.pdf>



**ATTACHMENT 5**

**Refunds**

Program Fees are generally non-refundable. A pro-rata refund may be given in exceptional circumstances, as determined by the Committee. Any request for a refund of fees must be in writing. There will be no refund of program fees due to illness; family holiday during term; closure of the Preschool for one or more days when a qualified staff member is absent and a qualified reliever is not available or closure due to any other emergency situation.

Where the family is able to give the Enrolment Officer adequate notice (usually 1 term) in writing of their intention to withdraw their child, and the Enrolment Officer is able to fill this place before the family leaves, the Committee may consider a partial refund of fees to the family leaving

Scenario	Outcome
You have paid deposit but do not start at the preschool	Not refundable
You have paid deposit but are not starting at the preschool until later in term one	Full term fees must be paid to hold your child's position in the program
You have paid deposit and attended the program but then decide to move to another preschool	Not refundable
You have paid deposit and attended the program but then decide to move to another preschool and advised the Enrolment Officer in writing a term in advance and a replacement child has accepted and paid their deposit	Pro rata fees payable to child's last day
You have paid deposit, child has attended terms 1, 2, and 3. You will not be attending in term 4	Fees for term 1,2&3 must be paid and \$100.00 release fee paid for term 4
Your child is attending the 4-5 year old group and the Teacher has recommended your child move to the 3-4 year old group.	Fees will be adjusted to reflect the 3-4 Year old fees payable
Your child is attending the 3-4 year old group and the Teacher recommends your child defers their preschool education until the following year	Deposit not refundable but will be held over for the next year as your deposit. If deferment is after your child has attended sessions, a pro rata fee will be payable.
Your child is attending the preschool and are taking an extended holiday.	All fees are payable to hold child's position