

Policy Name:	<b>Fees Policy</b>
Date Created:	July 2011
Reviewed	August 2018, August 2020
Created By:	The Committee of Management and Staff
Authorised By:	Committee of Management
Review Responsibility:	The Committee of Management and Staff
Review Date:	May 2019, May 2021

## **Mandatory – Quality Area 7**

### **PURPOSE**

This policy will provide clear guidelines for:

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

### **POLICY STATEMENT**

#### **1. VALUES**

Sherbourne 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.

#### **2. SCOPE**

This policy applies to the Approved Provider, Person with Management and Control, Nominated Supervisor, Person in Day-to-Day Charge, educators and parents/guardians with an enrolled child, or who wish to enrol a child at Sherbourne Preschool.

#### **3. BACKGROUND AND LEGISLATION**

##### **Background**

The Department of Education and Training (DET) provides funding for each child who is enrolled and attending a funded kindergarten program in the year before school. 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 children to attend a funded kindergarten program **free of charge in the year before school**.

DET also funds Early Start Kindergarten for three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs as outlined in *The Kindergarten Funding Guide* (refer to *Sources*).

Regulation 168(2) (n) of *Education and Care Services National Regulations 2011* requires that funded services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged 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 requirements (refer to *Definitions*), and be responsive to the local community and the viability of the service. *The Kindergarten Funding Guide* (refer to *Sources*) 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)
- *Child Wellbeing and Safety Act 2005* (Vic)
- *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*, including Quality Area 7: Governance and Leadership

#### 4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

**Approved child care:** Approved child care services are services that have Australian Government approval to receive the Child Care Subsidy (refer to *Definitions*) on behalf of eligible parents. Approved child care includes centre based day care, including long day care and occasional care, family day care, outside school hours care and in home care.

**Child Care Subsidy (CCS):** A Commonwealth Government means tested subsidy to assist eligible families with the cost of child care. Payments are paid directly to approved child care providers. Further information can be found at: <https://www.education.gov.au/child-care-subsidy-0>

**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.

**Excursion/service event charge:** An additional charge required to meet the cost of special events or excursions that occur in response to emerging children's program needs. Events that are planned ahead and are included as an expenditure item in the service's budget do not incur this additional charge (refer to *Excursions and Service Events Policy*).

**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 is deducted from term 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).

**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.

## 5. 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 Sherbourne Preschool

### Service 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 and Person with Management and Control are 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 Sherbourne 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. Access to this will be included in the online enrolment form.
- 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 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 Sherbourne 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. Access to this will be included in the online enrolment form.
- 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.

**Parents/guardians are responsible for:**

- reading the Sherbourne 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 as part of the online enrolment form
- 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).

## 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 for families
- Attachment 2: Statement of Fees and Charges – Fee schedule – Four-year-old (funded) kindergarten program

- Attachment 3: Statement of Fees and Charges – Fee schedule – Three-year-old kindergarten program

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Sherbourne Preschool on .08/09/20

**REVIEW DATE: 05 /21**

## ATTACHMENT 1

### Fee information for families

#### Sherbourne Preschool 2021

##### 1. General information

The Department of Education and Training (DET) provides funding for each child enrolled and attending kindergarten in the year before school as a contribution toward the costs of providing the program. Services meet the balance of costs through charging fees and fundraising activities.

DET provides a Kindergarten Fee Subsidy (see below) that enables children from eligible families to attend a kindergarten program free of charge in the year before school.

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.

Sherbourne 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. Other charges

Other charges levied by Sherbourne Preschool are included on the Statement of Fees and Charges. 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 part payment on term fees. **Families eligible for the Kindergarten Fee Subsidy (see below) are not required to pay the deposit.** Families experiencing hardship should discuss any difficulties with the service.
- **Refundable levy:** The participation of parents/guardians is encouraged by the service and can help to keep costs more affordable. As not all families are able to assist at the service, a refundable levy system has been introduced to replace volunteering or fundraising activities. Payment will be refunded to parents/guardians on participation in specified activities which may include working bees, maintenance and gardening etc. Eligible concession card holders will not be required to pay this levy. The levy is not intended to be a barrier to participation and families experiencing difficulties should discuss this with the service.

Families wishing to be eligible for the refund of this levy must complete 2 workings bees. Working bees will be planned through the year and will be 3 hours of onsite work towards the maintenance and upkeep of the facilities.

Membership of the Preschool committee will be counted as attendance of 1 working bee however this is limited to 1 per family.

- **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

A late collection fee may be applied to all programs, including 3 and 4 year programs, when:

The parent/guardian is between 15 and 30 minutes late in collecting their child. The fee will be based on \$15 for every 5 minutes, or part thereof, from the conclusion of the session. If the parent/guardian is 30 and 60 minutes late the fee will increase to \$30 per 5 minutes.

Parent/guardians are given a grace period of between 0-15 minutes with no charge, however regular abuse of this will see its removal after a committee vote.

The late fee will be included on the fortnightly invoice.

Families who continue to attend late to pick up their child without adequate reason will be required to meet with the centre Manager and their care may be reduced.

#### 4. **Statement of fees and charges**

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

#### 5. **Fundraising**

Not all service costs are covered by DET per capita funding and the fees charged. Fundraising is undertaken to meet the balance and/or pay for additional items for the service. While **participation in fundraising is voluntary**, the support of every family is encouraged. Fundraising activities are also an opportunity for families and communities to come together.

#### 6. **Subsidies**

##### 6.1 **Kindergarten Fee Subsidy (four-year-old programs only)**

The Kindergarten Fee Subsidy is provided by DET and enables eligible children to attend 15 hours of kindergarten free of charge. Eligibility conditions may change from time-to-time and must be checked in the most recent edition of the *Kindergarten Funding Guide* (refer to *Sources*).

Families may be eligible for the Kindergarten Fee Subsidy in the year before school if their child:

- is Aboriginal and/or Torres Strait Islander; or
- holds, or has a parent/guardian who holds a Humanitarian or refugee Visa; or
- is a multiple birth child (triplets or more); or
- holds, or has a parent who holds a Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Affairs Card.

Exclusions and exceptions: Not available for approved child care services in receipt of Commonwealth Child Care Subsidy.

Where a child is identified by a parent, carer or legal guardian as an Aboriginal and/or Torres Strait Islander, no verification is required.

In all other instances, supporting documentation should be sighted by the service on acceptance of a place or on commencement in the program, however where there are delays, such as in obtaining health care cards for children in out-of-home care, the delay should not provide a barrier to the child accessing the Kindergarten Fee Subsidy. Families are eligible for the Kindergarten Fee Subsidy for the full term in which their concession is valid. Contact the service for further information.

##### 6.2 **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.

#### 7. **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 first term's fees must be received in full 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 days of the child's commencement at the service. Receipts will be provided for all fee payments.

Parents/guardians experiencing difficulty in paying fees are requested to contact the Manager to arrange a suitable alternative payment plan. The Manager will work in consultation with the Fees Officer to oversee this process. The *Privacy and Confidentiality Policy* of the service will be complied with at all times in relation to a family's financial/personal circumstances.

## 8. Unpaid fees

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

- A reminder invoice will be sent to parents/guardians 14 days after the due date.
- One week after this, the Fees Officer in consultation with the Manager will send a reminder letter to parents/guardians with a specified payment date, and will include information on a range of support options available for the family.
- This will be followed by a phone call to discuss the above.
- Where payment is still not received, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.
- Failure to attend the meeting and continued non-payment may result in a second and 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. This letter will also include information on a range of support options available for the family.
- The Manager and Committee of Management will continue to offer support and will reserve the right to employ the services of a debt collector.
- 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.
- No further enrolments of children from the parents/guardians will be accepted until all outstanding fees have been paid.

## 9. Refund of fees

If a family becomes eligible for the Kindergarten Fee Subsidy during a term, a full refund of the applicable term fees (and fee deposit, where appropriate) will be provided. Fees may still apply for programs offering more than the required minimum hours per week.

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.

## 10. Children turning three during the year of enrolment

Full payment from the first day of Term 1 is required if a place is to be reserved for a child in the three-year-old kindergarten program. Children can only commence the program when they have turned three.

## **11. Support services**

Families experiencing financial hardship often require access to family support services. Information on these services may be available from the kindergarten service provider or alternatively families may contact the local council.

## **12. 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 one term in advance of any required fee increase and will be offered the option to request a payment plan.

**ATTACHMENT 2**  
**Statement of Fees and Charges**



**Sherbourne Preschool**

**Fee schedule 2021**

**Four-year-old (funded) kindergarten**

**Hours: 15 hours per week**

	Group 2 & 3 Fees (\$)	Group 1 Fees (\$)	Other charges (\$)	Total (\$)	Families eligible for the Kindergarten Fee Subsidy		
					Fees (\$)	Other charges (\$)	Total (\$)
Kindergarten fee deposit	\$515.00	\$565.00	\$100.00*	\$615/\$665	\$0.00	\$0.00	\$0.00
Term 1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Term 2	\$515.00	\$565.00	\$0.00	\$515/\$565	\$0.00	\$0.00	\$0.00
Term 3	\$515.00	\$565.00	\$0.00	\$515/\$565	\$0.00	\$0.00	\$0.00
Term 4	\$515.00	\$565.00\$	\$100.00**	\$415/465	\$0.00	\$0.00	\$0.00
Total	\$2060.00	\$2260.00	\$0.00	\$2060/\$2260	\$0.00	\$0.00	\$0.00

\* Maintenance levy

\*\* Maintenance levy refund for eligible families

**Payment of fees**

Invoices will be issued **each term** and must be paid by the due date.

**Kindergarten fee deposit**

Parents/guardians are required to pay the fee deposit on offer of a place. This payment is retained and deducted from term fees. Payment will secure the child's place in the four-year-old (funded) kindergarten program.

**Kindergarten Fee Subsidy**

Families who are eligible for the Kindergarten Fee Subsidy (refer to Fee information for families) **will not be required to make fee payments.**

**Child Care Subsidy (CCS)**

For information on the Child Care Subsidy, refer to Fee information for families.

**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 (refer to Fee information for families).

## ATTACHMENT 3 Statement of Fees and Charges



### Sherbourne Preschool

### Fee schedule 2021

### Three-year-old kindergarten

Hours: 7 hours per week

	Fees (\$)	Other charges (\$)	Total (\$)
Kindergarten fee deposit	\$165.00	\$0.00	\$165.00
Term 1	\$400.00	\$100.00*	\$500.00
Term 2	\$565.00	\$0.00	\$565.00
Term 3	\$565.00	\$0.00	\$565.00
Term 4	\$565.00	\$100.00**	\$465.00
Total	\$2260.00	\$0.00	\$2260.00

\* Maintenance levy

\*\* Maintenance levy refund for eligible families

#### Payment of fees

Invoices will be issued **each term** and must be paid by the due date.

#### Kindergarten fee deposit

Parents/guardians are required to pay the fee deposit on offer of a place. This payment is retained and deducted from term fees. Payment will secure the child's place in the three-year-old kindergarten program.

#### Early Start Kindergarten fee subsidy

Families who are eligible for the Early Start Kindergarten fee subsidy (refer to Fee information for families) will not be required to make fee payments.

#### Children turning three during the year

Full payment from the first day of Term 1 is required if a place is to be reserved for a child in the three-year-old kindergarten program. Children can only commence the program when they have turned three.

#### 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 (refer to Fee information for families).