

Area – Finance

Document Control	
Responsible Officer: CFO and Executive Manager Corporate Services	Policy Number: FIN:08.01
Contact Officer: Accountant (Transactional Services)	Policy Area: Finance
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### Scope

This policy provides a framework to guide all actions for The Crèche and Kindergarten Association Limited (C&K) and relevant stakeholders. This includes, but is not limited to, the C&K board, C&K staff, C&K central, C&K branch centres, C&K subsidiaries, children, guardians, volunteers, contractors, Community Advisory Group members and any visitors to C&K centres.

This policy excludes C&K affiliate members.

Account holders include guardians, third parties and government agencies for example Child Safety.

### Introduction

The purpose of this policy is to provide transparency in the application and administration of fees.

C&K aims to provide the highest quality education and care for children and to do this C&K rely on account holders paying fees promptly to remain financially viable and sustainable.

### Policy Statement

#### **1.0 General**

C&K is a not for profit organisation that reinvests any surplus made back into centres and programs for children.

Fees are based on operational and financial considerations to ensure sustainability of our centres. Due to changes in economic, political, or legislative conditions, the C&K executive team reserves the right to amend fees at any time.

#### **2.0 Waitlist fee**

C&K do not charge a fee to place a child's name on the waitlist of a C&K branch centre.

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### **3.0 Enrolment fee**

Confirmation of a child's enrolment is either; upon an online enrolment offer being made and accepted by the guardian or by receipt of a completed and signed copy of an enrolment form.

On confirmation of enrolment a non-refundable enrolment fee is charged, within 14 days (where applicable) and becomes payable even if that enrolment is cancelled later. Refer to the Statement of Fees for your centre which can be accessed via the C&K website ([www.candk.asn.au](http://www.candk.asn.au)).

Enrolment fees are transferable if a child is moving from one C&K branch centre to another C&K branch centre where bookings remain continuous. (Adjustments are not made where the amount of the enrolment fee is different in the new centre to the amount already paid).

Enrolment fees paid to an affiliate kindergarten are non-transferable, as they are separate legal entities.

### **4.0 Bookings**

Once the enrolment is confirmed, a child is booked in for the full kindergarten year (or part thereof should the enrolment commence after the start of the kindergarten year).

Once bookings are confirmed the account holder is charged and payment must be made whether the child attends the centre or not, until appropriate notice is given to end the enrolment.

### **5.0 Public holidays, pupil free days and other closures**

C&K centres are closed on public holidays and pupil free days. If a child's booking is on a day that falls on a public holiday or designated pupil free day the account holder will be charged for that day to meet government funding and legislative requirements.

If for any other reason C&K decides to close a centre, then account holders will not be charged for those days.

### **6.0 Absences**

Fees are payable on days when the child is absent for reasons; including but not limited to; illness or exclusion due to an infection and/or vaccine preventable disease or illness.

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### **7.0 Daily fees**

C&K aims to keep fees affordable for account holders and has developed a fee system to maximise access to C&K centres.

C&K's kindergarten fees are displayed and explained to account holders at C&K centres; the Statement of Fees can be accessed via the C&K website ([www.candk.asn.au](http://www.candk.asn.au)).

Fees are calculated and charged per term. A Customer Account Statement / Tax Invoice will be provided to the account holder in the first week of each term.

C&K reserves the right to change fees when necessary. C&K will provide account holders with as much notice as possible regarding fee amendments and will give a minimum of fourteen days' notice in advance of any changes to fee structure and payment processes. Account holders will be notified by email or letter of any fee changes.

### **8.0 Other chargeable fees**

Additional fees may be charged for incursions, excursions, fundraising activities and purchases of items such as hats and water bottles.

Additional fees may be charged for late collection of children.

### **9.0 Fee subsidies**

Government subsidies may be applicable to assist with reducing the cost of fees.

Any applicable Queensland Kindergarten Funding Scheme (QKFS) subsidies that account holders may be eligible for are applied to accounts as a fee reduction and shown on the Customer Account Statement / Tax Invoice.

Account holders must comply with C&K requests for supporting documentation, should it be required, to verify and validate an account holder's entitlement to receive a fee subsidy.

Account holders are responsible for updating details if their eligibility lapses. If eligibility has lapsed, the fee reduction will no longer apply and full fees will be payable.

If full fees have been paid and documentation later provided, which enables C&K to claim relevant subsidies, these will be applied to the account and a refund may be requested where accounts are in credit.

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Fee subsidies are subject to change. Should a fee subsidy be reduced or removed, or if the required documentation is not provided to enable C&K to claim relevant subsidies, the account holder will be responsible for payment of full fees.

### **10.0 Fee waivers**

Fee assistance may be available for instances of one-off events leading to genuine hardship or adversity. Refer to the centre director for more information on eligibility.

### **11.0 Fee payment methods**

A fee payment agreement is included in the enrolment form along with information on available payment options.

C&K's preferred method of payment is by Direct Debit via completion of an 'iDebitPro' DDR form which will deduct fees due from the nominated bank account or credit card.

Payment may also be made by BPay using the details printed on the bottom of the Customer Account Statement issued to account holders.

Centrelink customers can choose to pay using Centrepay which is a free voluntary bill-paying service. Through Centrepay, account holders can authorise for regular amounts to be paid direct to C&K from their nominated welfare payments by completing a deduction authority.

Account holders that are registered for iParentPortal can make a one-off credit card or Direct Debit payment and update their payment details using this application.

<https://parentslogin.kidsoft.com.au/>

Cash is not an acceptable method of payment.

### **12.0 Frequency of payments**

Fees are set by C&K and are required to be paid in advance, on or before commencement.

Payments can be made on a weekly, fortnightly or Term basis and accounts must be paid in advance as follows:

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- Weekly billing cycle – payment due 1 week in advance (i.e. payment due every Friday paying for the following week);
  - Fortnightly billing cycle – payment due 2 weeks in advance (i.e. payment due alternating Friday paying for the following two weeks);
  - Term billing cycle - full term fees must be paid in advance and payments must be received by C&K within 14 days of the commencement of the term.

**13.0 Late collection of children**

Licensing dictates the centre opening and closing hours and staff are employed to work specific shifts and are entitled to leave upon completion of that shift. Guardians must notify the center if there is a delay beyond the normal booking. It is the guardians' responsibility to ensure the child is collected on time.

If the centre has not heard from the guardian staff will attempt to contact them, and the emergency contacts nominated on the enrolment form. Guardians who are late collecting children after closing time will be charged the prescribed late fee. Account holders are unable to claim any Government subsidies for late fee charges.

**14.0 Late payment of fees**

Account holders are responsible for their account payment obligations and must ensure payment of their account when due, accounts that are not paid in advance; are overdue.

If the account holder becomes aware that they will be unable to meet their payment obligation, they must contact their centre director immediately to discuss payment options.

The centre director will work with the account holder and the C&K accounts receivable team to determine alternative payment options such as developing an approved payment plan agreement.

If an account holder has fees outstanding at the end of a term the account must be brought up to date before a child can attend the following term.

Additional fees may be charged to accounts for dishonoured payments. The account holder is not eligible to claim any Government subsidies on any fee charges.

The cost of recovering any fees owed to C&K (including legal or collection fees) will be added to the amount of fees outstanding and will become payable to C&K by the account holder.

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The C&K policy on fee collection will be followed for the collection of all overdue amounts.

***15.0 Suspension or cancellation of enrolment***

Children are unable to attend a C&K branch centre where an account remains overdue for a period of 21 days or more except where special arrangements for payment have been made for example in an approved payment plan agreement.

During a period of suspension bookings will remain on the account and daily fees will continue to be charged to the account holder.

If after a week (7 calendar days) of suspension the account holder has not brought their account up to date, or entered into an approved payment plan agreement, C&K will cancel the child's enrolment on that date without further notice and may offer the place to another child on the waitlist.

***16.0 Account holder cancellation of enrolment***

Once an enrolment has been confirmed; should an account holder choose to leave or cancel their enrolment; the enrolment fee is non-refundable and a minimum of two weeks' (14 calendar days) notice in writing, is required.

Notice in writing can be provided by email, or by message using iParentPortal, or by completing a termination of enrolment form. If a phone call is made to cancel an enrolment notice in writing is still required.

Where less than two weeks' notice in writing is provided, two weeks fees in lieu of notice will be applied to accounts except for when a child is transferring from one C&K branch centre to another and where bookings remain continuous.

Two weeks' notice in writing is applicable to all account holders, whether a child has commenced with C&K or not.

Two weeks' notice in writing is not required when a child leaves C&K to go to school at the end of their eligible kindergarten year.

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### **17.0 Refunds**

C&K will transfer any cleared funds payable to the account holder to their nominated bank account as shown on the enrolment form or most up to date DDR form.

The account holder is responsible for the accuracy of bank account details and any consequences arising from the failure to provide accurate bank details or failure to notify C&K of any changes to those bank details. Where bank account details are not already available they will be requested to be provided in writing by the account holder. Refunds cannot be made to credit cards.

Where overpayments have been made by account holders paying by Centrepay these will be returned if the information is available to do so otherwise the Department of Human Resources will be contacted to advise on the process to return the funds.

Associated Documents	
FIN05	Policy Fee Collection
FIN05.04	Procedure Fee Payment Plan Agreement
FIN05.04.F1	Form Fee Payment Plan Agreement
FIN05.06	Procedure Fee Collection
FIN08.03	Procedure Fee Waiver
FIN08.03.F1	Form Fee Waiver Application
SO:01.17.F3	Late Fee Charge Form
SO:05.01.F4	Termination of Enrolment Form

Revision Record					
Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
1.0	24 June 2015	Mark Stones	01 July 2015	Annual	01 July 2016
2.0	08 June 2017	Mark Stones	08 June 2017	Annual	01 June 2018
3.0	02 Sept 2019	Mark Stones	May 2019	Annual	02 Sept 2020

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