

Fee Payment Policy

1 Purpose and Scope

- 1.1 This policy outlines the fee structure, payment obligations, and fee management arrangements for families with children enrolled at Ashgrove West Pre-School Centre Incorporated (**AWPS** or **the Centre**).
 - 1.2 This policy ensures compliance with the Education and Care Services National Law and the Education and Care Services National Regulations (together, the **National Law**), in particular Regulations 168(2)(n) and 172.
 - 1.3 This policy applies to all families enrolling or enrolled at the Centre, Management Committee, Nominated Supervisor, Director, administration staff and any person responsible for managing family accounts.
 - 1.4 This policy relates to tuition fees and levies charged in respect of a child's enrolment at the Centre. Membership fees payable by members of the incorporated association are governed separately by the Rules of the association. Non-payment of membership fees may result in termination of membership in accordance with the Rules.
 - 1.5 This policy provides clear and transparent information about the setting, payment and collection of kindergarten fees. It aims to support the financial sustainability of the kindergarten while ensuring families understand their responsibilities, available payment options, and the support available if they experience difficulty paying fees.
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2 Fee Schedule

- 2.1 Fees are determined annually by the Management Committee, taking into account the Centre's operating costs, government funding, and the need to maintain a high-quality educational program.
 - 2.2 A schedule of current fees will be provided to families upon enrolment and will be made available on request at any time.
 - 2.3 A statement of fees, including the amount charged and the payment periods, will be provided to families in accordance with Regulation 172.
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3 Payment of Fees

- 3.1 Fees are payable by the parent, guardian or account holder named on the enrolment form, unless otherwise approved in writing by the kindergarten.
- 3.2 Upon enrolment, families will receive a Direct Debit Request Form to nominate their preferred payment method. The kindergarten strongly encourages families to enter into a regular payment plan to ensure fees are paid progressively and accounts remain up to date.
- 3.3 All fees (including Outside Hours Care) for the term must be paid in full by the end of the relevant term, unless an approved payment arrangement has been agreed to in writing.

- 3.4 All vacation care fees must be paid in full prior to the child attending the vacation care program, unless otherwise approved in writing by the kindergarten.
 - 3.5 If a payment plan has not been established, payments can be made through Kidsoft using credit card, direct debit or BPAY. Payments may also be made via direct deposit into the kindergarten's general account.
 - 3.6 Families must use the child's name or account reference when making payments to ensure payments are correctly allocated.
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4 Due Dates and Overdue Fees

- 4.1 Fees are considered overdue when an account is not paid up to date. The kindergarten will monitor accounts regularly and will follow up overdue accounts promptly and respectfully.
 - 4.2 If an account becomes overdue, the kindergarten may contact the family by email, phone, written notice, text message, or another agreed communication method. The first reminder will generally be issued within seven days after the due date.
 - 4.3 If payment is not received or a payment arrangement is not agreed within fourteen days of the first reminder, a further notice may be issued requesting immediate payment or contact with the kindergarten to discuss a payment plan.
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5 Late Fees and Additional Charges

- 5.1 The kindergarten may charge a late payment fee where an account remains overdue and no payment arrangement has been made. Any late payment fee must be approved by the Management Committee. The kindergarten may waive a late fee at its discretion, particularly where a family has communicated early and entered into an agreed payment arrangement.
 - 5.2 Separate late collection fees may apply if a child is collected after the kindergarten's operating hours. Late collection fees, if applicable, will be outlined in the fee schedule or relevant collection policy.
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6 Financial Hardship and Payment Difficulties

- 6.1 Families experiencing difficulty paying fees are encouraged to contact the Director, or our Finance Officer as soon as possible. Early communication allows the kindergarten to discuss available options and support continued access to the kindergarten program wherever possible.
- 6.2 Support may include a payment plan, temporary adjustment to payment timing, referral to relevant support services, or consideration of fee waiver or reduction in exceptional circumstances. Any payment arrangement must be agreed in writing and reviewed regularly.
- 6.3 Information about a family's financial circumstances will be treated confidentially and shared only with people who need the information to manage the account or support the family, unless disclosure is required by law.

7 Non-Payment of Fees

- 7.1 If fees remain unpaid and the family has not responded to reminders or entered into an agreed payment arrangement, the kindergarten may take further action. This may include referral of the matter to the Management Committee, suspension of additional services, suspension or cancellation of enrolment where permitted, or debt recovery action.
- 7.2 Before any decision is made to suspend or cancel an enrolment due to unpaid fees, the kindergarten will provide written notice to the family and give the family an opportunity to pay the outstanding amount or enter into a payment arrangement. The kindergarten will consider the best interests of the child, the family's circumstances, and any applicable legal or funding requirements.

8 Changes to Fees or Payment Arrangements

- 8.1 Families will be notified in writing of any changes to fees, charges, payment methods or payment collection arrangements. All fees are approved by the Management Committee and are reviewed annually as part of the budgeting process. Fees may be adjusted where necessary to maintain the financial viability of the kindergarten or in response to changes in government funding, legislation or operational costs. Where required, families will be given at least fourteen days' notice before changes take effect

9 Statements and Receipts

- 9.1 Statements are generally emailed to families during the second week of each term and again in the second week before the end of each term.
- 9.2 The kindergarten will provide invoices, statements or receipts to families as required. Families are responsible for checking account information and notifying the kindergarten promptly if they believe an error has occurred.

10 Responsibilities

- 10.1 Families are responsible for: reading and understanding the fee schedule, paying fees by the due date, keeping payment details current, using the correct payment reference, and contacting the kindergarten promptly if they cannot pay on time.
- 10.2 The kindergarten is responsible for: providing clear fee information, issuing invoices or statements, maintaining accurate records, following up overdue accounts respectfully, considering hardship requests, and applying this policy consistently.
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11 Government Funding

- 11.1 The Centre receives funding through the Queensland Kindergarten Funding Scheme (QKFS) and the Queensland Government's Free Kindy initiative (where applicable).
 - 11.2 Government funding is applied to reduce the fees payable by eligible families. The amount of government subsidy applied to each child's fees will be specified in the fee schedule or statement of fees.
 - 11.3 Families must provide any information or documentation required to confirm eligibility for government funding programs.
 - 11.4 Changes to government funding that affect fees will be communicated to families with at least 14 days' notice.
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12 Absences

- 12.1 Fees are payable for all enrolled days regardless of attendance, including days of absence due to illness, family holidays, or other reasons.
 - 12.2 The Centre does not offer credits or refunds for individual days of absence unless otherwise determined by the Management Committee in exceptional circumstances.
 - 12.3 Extended absences (e.g., extended family holidays) must be discussed with the Director in advance. The Centre reserves the right to offer the place to a child on the waiting list if the absence exceeds a period determined by the Management Committee.
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13 Withdrawal and Notice Period

- 13.1 Families wishing to withdraw their child from the Centre must provide written notice in accordance with the notice period specified in the enrolment agreement.
 - 13.2 Fees remain payable during the notice period, regardless of whether the child attends.
 - 13.3 Where insufficient notice is given, fees in lieu of notice may be charged.
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14 Building Levy and Voluntary Contributions

- 14.1 The Centre may charge a building levy or maintenance levy to contribute to the upkeep and improvement of the Centre's facilities.
 - 14.2 Voluntary contributions (e.g., fundraising levies) are not compulsory and non-payment will not affect a child's enrolment or participation in the program.
 - 14.3 Any compulsory levies will be specified in the fee schedule and are subject to the same payment terms as tuition fees.
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15 Debt Recovery

- 15.1 Where all reasonable efforts to recover outstanding fees have been exhausted, the Management Committee may authorise the referral of the outstanding debt to a debt collection agency.
 - 15.2 Any costs associated with debt recovery (including collection agency fees and legal costs) may be charged to the family.
 - 15.3 The Centre will act reasonably and in good faith in all debt recovery actions and will take into account any genuine financial hardship demonstrated by the family.
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16 Policy Review

- 16.1 This policy will be reviewed by the Director and Management Committee annually, or earlier if significant changes occur in legislation, regulatory guidance, or organisational requirements.
- 16.2 Any updates to this policy will be communicated to staff, and families as appropriate.

Date of adoption: 21/07/2026

Date of next review: 21/07/2027