

FEE POLICY AND PROCEDURE

Mandatory – Quality Area 7

PURPOSE

This policy and procedures are to provide guidance to parents of Moreland Early Years Management services about payment and collection of fees, the fee payment system and requirements, and to ensure the viability of all Early Years Services managed by Moreland early years Management , by setting appropriate fees and charges.

Moreland Early Years Management has a responsibility to provide an equitable and non-discriminatory application of fees across the programs provided by all early years services managed by Moreland Early Years Management.

POLICY STATEMENT

VALUES

The Moreland Early Years Management early years services are committed to:

- Providing responsible financial management of all Moreland Early Years Management Early Years Services, 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 parents wishing to access Moreland Early Years Management early years services for their child/children.
- Maintaining confidentiality in relation to the financial circumstances of parents.
- Advising parents about program funding, including government support and fees to be paid by families.
- Providing equitable access for parents eligible for the Kindergarten Fee Subsidy.
- Providing all parents with a copy of the document containing fee information.
- Considering options for payment when affordability is an issue for parents.
- Clearly communicating this policy and payment options to parents in a culturally-sensitive way, and in the family's first language where possible.
- Providing all parents with a copy of the document containing fee information (refer to Attachment 1).
- Collecting and receipting all fees.
- Collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable.

BACKGROUND AND LEGISLATION

The Department of Education and Training (DET) provides per capita funding for each child who is enrolled and attending a funded four year old 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 educational program for children in Early Years Services. These include:

- The employment of early childhood practitioners and staff and the provision of all award and condition entitlements.
- Providing required and professional development for all early childhood practitioners and staff managed by Moreland Early Years Management.
- Maintenance of Early Years Services to ensure it is aligned with Education and Care National Law, Regulations, Australian Playground Standards and National Quality Standards.
- Day-to-day operation of by Moreland Early Years Management early years services.

In addition, the Kindergarten Fee Subsidy (refer to Definitions) enables eligible children to attend a funded four year old kindergarten program free of charge in the year before school.

Legislation and standards

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic), as amended 2011
- Disability Discrimination Act 1992 (Clth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 168 (2) (n)
- Equal Opportunity Act 2010 (Vic)
- National Quality Standards, Quality Area 2,4 and 7
- Kindergarten Funding Guide 2016
- National Quality Standard, including Quality Area 7: Governance and Leadership.

PROCEDURES

Moreland Early Years Management will;

- Inform all parents of applicable term and annual fees at the time of enrolment.
- Advise eligible parents of the Kindergarten Fee Subsidy arrangements. The fees charged must comply with the Kindergarten Fee Subsidy and be responsive to the local community and the viability of the service.
- Charge a non-refundable \$50.00 enrolment fee. This payment is a charge to administer a child's enrolment at the Moreland Early Years Management early years' service and is payable on acceptance of enrolment. Families eligible for the Kindergarten Fee Subsidy are not required to pay the enrolment fee or the term fees.
- Develop a fee policy that balances the parent's capacity to pay, with providing a high-quality program and maintaining service viability.

- Consider any issues regarding fees that may be a barrier to parents enrolling at Moreland Early Years Management early years services and removing those barriers wherever possible.
- Considering options for payment when affordability is an issue for parents.
- Ensuring that the Fees Policy and Procedure is readily accessible at Moreland Early Years Management early years services.
- Provide all parents with Fee information (refer to Attachment 1)
- Ensure fees are collected and receipted.
- Collect all relevant information and maintain relevant documentation regarding families with entitlement to concessions, where applicable.
- Comply with Moreland Early Years Management Privacy and Confidentiality Policy regarding financial and other information received, including in relation to the payment/non-payment of fees.
- Notify parents a minimum of 14 days of any proposed changes to the fees charged or the way in which the fees are collected and ideally providing one term's notice.

Moreland Early Years Management claim to a subsidy on behalf of parents

- Parents will be requested to provide a copy of their current eligible concession card/visa for fee subsidy.
- If the eligible concession card expires during the year, it is up to the family to update the status of the card and inform Moreland Early Years Management.
- If the eligible concession card has expired and is not re-issued, the parents will need to contact Moreland Early Years Management and will be required to pay the full kindergarten fees.

Children of Aboriginal and Torres Strait Islander descent

- Children of Aboriginal and/or Torres Strait Islander descent are eligible for free kindergarten through state Government funded Kindergarten fee subsidy.
- Parents are required to contact Moreland Early Years Management if their child is eligible.

Notification of information for early years service's fees

Moreland Early Years Management will provide the following information to parents:

- A schedule of early years service's fees and timelines for payment.
- An invoice and payment procedures for the payment of early years services fees.
- A contact number at Moreland Early Years Management to discuss any questions regarding payment of early years services fees.

Procedure for parents who are experiencing difficulty in payment of early years services fees

- Parents who are experiencing difficulty in paying early years services fees should contact Moreland Early Years Management for payment options as soon as they receive the invoice.
- Personal information provided to Moreland Early Years Management by families will remain confidential.

Procedure for non- payment of early years services fees

- Please refer to Attachment 4.

PARENTS ARE RESPONSIBLE FOR:

- Reading the Moreland Early Years Management Fee information for Parents (refer to Attachments 1,2,3 and 4)
- Notifying Moreland Early Years Management 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 and 2).

DEFINITIONS

The terms defined in this section relate specifically to this policy and procedure. For commonly used terms e.g. Approved provider, Nominated Supervisor, Regulatory Authority etc. refer to General definitions section in the policy and procedure folder.

Early Start Kindergarten: A funding program that enables all 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

Term Fees: A charge for a place within an early years program at the service on a termly basis.

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/customer/services/centrelink/health-care-card.

Kindergarten non-refundable enrolment fee: A \$50.00 non-refundable payment is a charge to administer a child's enrolment at the Moreland Early Years Management early years' service and is payable on acceptance of enrolment.

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

Late Collection charge: A charge that may be imposed by Moreland Early Years Management when families are late to collect their child/children from the program (Refer to Attachment 1 Fee Information for parents).

Moreland Early Years Management: Moreland Early Years Management is an organisation that manages and supports the Early Years Services.

SOURCES AND RELATED POLICIES

Sources

- The Kindergarten Funding Guide 2016 (Department of Education and Training): www.education.viv.gov.au
- Moreland Early Years Management Constitution

Related policies

- Complaints and Grievances Policy and Procedure
- Delivery and Collection of Children Policy and Procedure
- Enrolment and Orientation Policy and Procedure

- Excursions and Service Events Policy and Procedure
- Inclusion and Equity Policy and procedure
- Privacy and Confidentiality Policy and Procedure

ATTACHMENTS

- Attachment 1: Fee information for parents
- Attachment 2: Subsidies and discounts
- Attachment 3: Invoicing, receipting and collection of fees
- Attachment 4: Procedures for late payments/refunds
- Attachment 5: Fees policy summary

Authorisation

22/09/2020

Review date: 22/09/2021

FEE INFORMATION FOR PARENTS

SETTING FEES AND OTHER CHARGES

Why fees are necessary

The Department of Education and Training (DET) makes a contribution towards the total running costs of the four-year-old program. The DET service's contribution along with fees paid by the children in four-year-old groups are to pay for the program costs.

The three-year-old program receives no financial contribution from the Department of Education and Training (DET) and therefore the program costs are covered solely by children's fees.

How fees are set

As part of the budget development process, Moreland Early Years Management sets fees for the programs for the following year (prior to letters of offer being sent out), taking into consideration:

- The financial viability.
- Funding requirement to provide a minimum of 15 hours per week (four year old program).
- Funding requirement to provide eligible health care card holders with access to fifteen hours per week of the funded kindergarten program free of charge.
- 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 early years services in the area.
- The capacity of parents to pay fees.
- Reasonable expenditure in meeting agreed program quality and standards.
- Requirements of the *Kindergarten Fee Subsidy – Fees Policy* (details in *The Kindergarten Guide*: (Department of Education and Training) available under *early childhood / service providers* on the DET website: www.education.vic.gov.au).
- Moreland Early Years Management will regularly review the payment options and procedures to ensure that they are inclusive and sensitive to parents' cultures and financial situations. Procedures for payment will be flexible and clearly communicated to all parents.

Late collection charge

Moreland Early Years Management in conjunction with the early years services reserves the right to implement a late collection of children charge when parents are frequently late in collecting a child/ren. In these situations, the following procedure will apply:

- The qualified staff member will inform the parents that if it continues Moreland Early Years Management will be notified and the parent will be charged a late fee.
- If after the reminder, or Moreland Early Years Management letter, the parents is between **20** and **30** minutes late, a fee of **\$5.00** for every **5** minutes, or part thereof, from the conclusion of the session will be invoiced by Moreland Early Years Management.

- If the parent is over **30 minutes** late in collecting their child, the fee will be **\$5.00 for every 5 minutes**, or part thereof, for the first **30 minutes** from the conclusion of the session and then **\$10.00 for every 5 minutes** or part thereof.

Statement of fees and charges

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

Notification of fee changes during the year

Fees set for the year would only be reviewed on an annual basis. Parents will be given notice one term in advance of any required fee increase. Parents will be provided an option of requesting a payment plan.

SUBSIDIES AND DISCOUNTS

Kindergarten Fee Subsidy (four-year-old programs only)

The Kindergarten Fee Subsidy is provided by DET and enables eligible children to attend a funded kindergarten program (four year old program only) for 15 hours free of charge. Eligibility conditions change from time-to-time – contact the service for further information.

Parents 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 or White Card holders
- Bridging Visas A–E
- Refugee Visa (subclass) 200
- In-country Special Humanitarian visa (subclass 201)
- Global Special Humanitarian visa (subclass 202)
- Temporary Humanitarian Concern visa (subclass 786)
- Protection visa (subclass 866)
- Emergency Rescue visa (subclass 203)
- Woman at risk visa (subclass 204)
- ImmiCard
- Aboriginal or Torres Strait Islander children
- Triplets or quadruplets attending a funded kindergarten program in the same year
- The other two or three children on the birth certificate are attending a funded kindergarten program.

To obtain the Kindergarten Fee Subsidy, supporting documentation *must* be sighted by **Moreland Early Years Management and/or the Early Years Service** prior to or at the commencement of Term 1 or when the child becomes eligible. A signed copy of the concession card and expiry date will be recorded on the child's file. Further documentation will be required upon the expiry of the card to maintain eligibility.

Note: Due to privacy reasons, unique identifiers such as concession card numbers will not be recorded.

This consent form is based on the Privacy and Data Protection Act 2014

ATTACHMENT 3

INVOICING, RECEIPTING AND COLLECTION OF FEES

Fee information will be provided to parents by the early year's services.

PROCEDURE FOR FEES COLLECTION

The annual fee will be invoiced in five periods:

- On acceptance of a place, the kindergarten non-refundable enrolment fee of \$50.00 must be paid as outlined in the letter of offer for the 3 year old and the 4 year old programs.
- The invoice for Term 1 fees will be emailed to parents **in January 2021**. Term 1 fees must be paid in full before the child commences at the kindergarten in Term 1.
- Terms 2, 3 and 4 as outlined in step 4 below.
 - Invoices for Terms 2, 3 and 4 will be **issued 4 weeks prior to the commencement of the term and emailed to the parents**. Invoices are to be paid in full prior to the commencement of the following term.
 - All fee paying parents commencing at the kindergarten at other times will be required to pay the enrolment fee immediately and invoiced with payment terms of 7 days (for the termly fees) from the commencement date.
 - All fee paying parents will receive an invoice detailing the charges for the period invoiced and the amount owing.
 - All fees are to be direct debited into Moreland Early Years Management's bank account.

Method of payment

Details of payment will be specified on the invoice.

Payment of all fees will be by the direct debit facility. The non-refundable enrolment fee of \$50.00 will be paid by credit card and the term fees will be paid by direct debit via the nominated credit card/debit card or bank account. **No cash or cheques** will be accepted by Moreland Early Years Management or the early years service.

Late enrolments

For children enrolled after the commencement of Term 1, the enrolment fee to be paid immediately upon accepting of the position and the termly fee, to be paid within 14 days of commencement to ensure the child is able to commence the program immediately.

Children turning three during the year for the three year old program

Payment in full is required from the first day of Term 1 if a place is reserved for a child. Children can commence the program when they have turned three.

Procedures for late payments/refunds

Difficulty in paying fees

Parents/guardians experiencing difficulty in paying fees are requested to contact **Moreland Early Years Management** to arrange suitable alternative payment arrangements, such as an instalment plan.

Late payment/non-payment of fees procedure

If the parents have not communicated the reasons for late or non-payment of fees, the following procedures will be implemented:

- A written reminder notice will be sent after **2 weeks** of the due date stating fees are overdue, giving ten working days for payment. A copy of this letter will be kept on file. The letter will encourage the parents to contact **Moreland Early Years Management**. If contact is made, a record of the conversation will be recorded, a copy sent to the parents (if required) and a copy placed on file.
- A late payment fee of \$50.00 will apply, at the discretion of **Moreland Early Years Management**, unless parents have discussed late payment of fees with the Moreland Early Years Management or the Early Years Service, if payment is not received by the final due date as outlined in the reminder letter the late payment fee will apply.
 - If payment has not been received by the specified date or no contact has been made with **Moreland Early Years Management**, the parents will be contacted by telephone to discuss alternative payment options and to develop an agreed payment plan. Minutes of contact/conversation will be kept on file. If a payment plan is agreed on, both parties will sign the agreed plan and a copy will be given to the parents and placed on file.
 - If the parents fail to make a payment, **Moreland Early Years Management** will issue a second and final letter, requesting full payment within 10 working days, or attendance at a meeting to discuss alternative payment options (as per Step 2). The letter will be sent by registered mail and will include information on support options available (refer [Attachment 5](#)).
 - If the parents continue with the non-payment of fees, **Moreland Early Years Management** will continue to offer the parents support and assistance as per available options outlined in [Attachment 5](#), 'Fees policy summary'.
 - If the payment plan drawn up and signed by both parties is not adhered to, the follow-up process will commence at Step 2.
 - If, at Moreland Early Years Management's discretion, a decision is made to withdraw the child's place at the kindergarten, the parents will be provided fourteen days' notice by registered mail.

Debt recovery

Moreland Early Years Management reserves the right to take action to recover debts owing to the kindergarten. This can include the engagement of debt collectors. Using a debt collector will be considered as a final option after attempts to implement other payment procedures have been offered. Where a family owes outstanding fees to the kindergarten, Moreland Early Years Management reserves the right to not allow further placements in programs until all outstanding monies are paid, or a payment plan is agreed and adhered to by both parties.

Refund of fees

Fees are non-refundable. Refunds/pro rata refunds apply only in the following cases:

- If a family becomes eligible for the kindergarten fee subsidy during a term, a full refund of the applicable term fees and enrolment fee will be provided.
- On commencement of Term 1, no partial refunds for term fees will be available (except as applied in point 1 above). If the child leaves before the end of the term, no pro-rata refund will be available for that term. Written notice of departure is required prior to the invoicing period for the next term.
- Moreland Early Years Management may consider a partial refund in exceptional circumstances. Applications for a refund must be in writing and must clearly outline the reasons why the child ceased to attend the kindergarten. Any refund will be at the discretion of Moreland Early Years Management and will be assessed on a case-by-case basis. An administration fee may be applied.

There will be no refund of fees due to a child's short-term illness; public holidays; family holiday during operational times; closure of the kindergarten for one or more days when a qualified staff member is absent and a qualified reliever is not available; closure of the kindergarten for staff training days; or closure of the early years service in extreme and unavoidable circumstances.

ATTACHMENT 5

Fee Policy Summary – 3 Year Old Program

The 3-Year Old Group receives no financial contribution from the Department of Education and Training (DET) and therefore all the program costs are solely funded by children's fees. Fees are therefore calculated per year based on these costs and are required to enable the kindergarten to continue. Fees are kept to a minimum cost and **must be paid in full prior to the commencement of each term.**

PLEASE READ THIS FEE POLICY CAREFULLY

As per the State's Government announcement, MEYM will not be charging any kindergarten term fees for the three year old program for 2021 only.

A \$50 enrolment fee will still be applicable per child.

Kindergarten enrolment fee

Parents are required to pay the non-refundable enrolment fee of \$50.00 on offer of a place. This payment is a charge to administer your child's enrolment. Completed enrolment documentation, payment of the enrolment fee and up to date immunisation documentation will secure the child's place in the three year old program.

Payment of fees

- Fees are **compulsory, payable in advance and are usually not refundable.**
- Families accepting a position for the 3 year old program are entitled to 2 sessions with a total of 5 hours per week and **"service term fees will apply"**.
- Payment of the non-refundable enrolment fee of \$50.00 will be paid by credit card upon acceptance of the position.
- Payment of term fees will be via the direct debit facility, either by a nominated bank account or credit/debit card.
- Invoices will be issued 4 weeks prior to the commencement of the term and families will be charged automatically on the date specified on the invoice.
- If term fees are not received by the specified date, then the late payment of fees process will apply. If payment is still not received, then the position will be offered to the next child on the waiting list. As outlined in the Fees policy, a late payment fee of \$50 will apply, at the discretion of Moreland Early Years Management.
- If a fee paying family is experiencing financial difficulties, then communication is required to be made with the Moreland Early Years Management to discuss alternative payment options.
- All term fees are non-refundable. Moreland Early Years Management may consider a partial refund. Applications for a refund must be in writing and must clearly outline the reasoning for the refund. Any refund will be at the discretion of Moreland Early Year Management and will be assessed on a case-by-case basis. An administration fee may be applied.
- Children who leave the Early Years Service on holidays for any period of time will be required to pay all term fees to hold their position. If a family decides to leave the kindergarten program during the term, the fees still apply unless their position can be offered to the next child on the waiting list and the position is accepted.

- A place cannot be held for a child unless fees are paid in full prior to commencement of each term.

Pro-Rata of Term Fees

If an enrolment is accepted and the first day of attendance is within the first half of a given term, then families will be charged the full term fee.

If an enrolment is accepted and the first day of attendance is after the mid point of a given term, then families will be charged 50% of the full term fee.

If an enrolment is accepted and the first day of attendance is more than 2 weeks after the mid point and there are less than 4 weeks of the term remaining, then the families will be charged on a weekly basis.

Late Payment of Fees

Where a family enrolled in 3 year old kindergarten is refusing to pay fees the following procedure will take place:

- Moreland Early Years Management will issue a reminder to the late paying family.
- Unless parents have discussed late payment of fees with Moreland Early Years Management, if payment is not received by the final due date as outlined in the reminder letter the late payment fee of \$50.00 will apply.
- A telephone call will be made to the family with outstanding fees ascertaining why they have not paid.
- A meeting will be arranged by the Moreland Early Years Management with the parent to discuss the situation and negotiate a suitable arrangement. This will be followed by a letter stating the outcome of the meeting and giving a time frame of 1 week for payment.
- A final letter will be issued warning the family that the service will be withdrawn and a date given.

Late Collection charge

Moreland Early Years Management in conjunction with the early years services reserves the right to implement a late collection charge when parents are frequently late in collecting a child/ren. In these situations, the following procedure will apply:

- The qualified staff member will inform the parents that if it continues, Moreland Early Years Management will be notified and the parent will be charged a late fee.
- If after the reminder, or Moreland Early Years Management letter, the parents are between **20** and **30** minutes late, a fee of **\$5.00** for every **5** minutes, or part thereof, from the conclusion of the session will be invoiced by Moreland Early Years Management.
- If the parent is over **30 minutes** late in collecting their child, the fee will be **\$5.00 for every 5 minutes**, or part thereof, for the first **30 minutes** from the conclusion of the session and then **\$10.00 for every 5 minutes** or part thereof.

Children turning three during the year

- Children can commence the three-year-old program when they have turned three. Those children turning three after the commencement of Term 1 but before the 30th April may not

commence the early years' service and program until they have turned 3 years old. The **non-refundable** enrolment fee and a **FULL** term fee to hold their position must be paid in advance and is not refundable.

ATTACHMENT 5

Fee Policy Summary – 4 Year Old Program

Early Years Service runs two or three partially subsidised 4-year-old groups administered and managed by Moreland Early Years Management. The Department of Education and Training (DET) makes a contribution towards the total program costs of the 4 year old program. The DET's contribution along with fees paid by the families of the children in the 4 year old groups are to pay for the program costs.

PLEASE READ THIS FEE POLICY CAREFULLY

As per the State's Government announcement, MEYM will not be charging any kindergarten term fees for the four year old program for 2021 only.

A \$50 enrolment fee will still be applicable per child, except if the family is eligible for the Kindergarten Fee Subsidy.

Kindergarten enrolment fee

Parents are required to pay the non-refundable enrolment fee of \$50.00 on offer of a place. This payment is a charge to administer your child's enrolment. Completed enrolment documentation, payment of the enrolment fee and up to date immunisation documentation will secure the child's place in the four year old program.

Payment of fees

- Fees are **compulsory, payable in advance and are usually not refundable**.
- Families accepting a position for the 4 year old program are entitled to two or three sessions with a total of 15 hours per week and **"service term fees will apply"**.
- Payment of the non-refundable enrolment fee of \$50.00 will be paid by credit card upon acceptance of the position.
- Payment of term fees will be via the direct debit facility, either by a nominated bank account or credit/debit card.
- Invoices will be issued 4 weeks prior to the commencement of the term and families will be charged automatically on the date specified on the invoice.

- If term fees are not received by the specified date, then the late payment of fees process will apply. If payment is still not received, then the position will be offered to the next child on the waiting list. As outlined in the Fees policy, a late payment fee of \$50 will apply, at the discretion of Moreland Early Years Management.
- If a fee paying family is experiencing financial difficulties, then communication is required to be made with the Moreland Early Years Management to discuss alternative payment options.

- All term fees are non-refundable. Moreland Early Years Management may consider a partial refund. Applications for a refund must be in writing and must clearly outline the reasoning for the refund. Any refund will be at the discretion of Moreland Early Year Management and will be assessed on a case-by-case basis. An administration fee may be applied.
- Children who leave the Early Years Service on holidays for any period of time will be required to pay all term fees to hold their position. If a family decides to leave the kindergarten program during the term the fees still apply unless their position can be offered to the next child on the waiting list and the position is accepted.
- A place cannot be held for a child unless fees are paid in full prior to commencement of each term.

Kindergarten fee subsidy

The Department of Education and Training provides a kindergarten fee subsidy when a parent or child holds a valid:

- Commonwealth Health Care Card or Pensioner Concession Card
- Department of Veterans' Affairs Gold/White Card
Temporary Protection/Humanitarian Visas 447, 451, 785 or 786, Asylum-seeker Bridging Visas A–F or Refugee or Special Humanitarian Visas 200–217
- Families with triplets/quadruplets attending a funded kindergarten program in the same year.

The subsidy is paid to the funded organisation to directly reduce fees paid by parents, making the kindergarten program free for eligible families. The supporting documentation must be sighted by Moreland Early Years Management and/or the early years service prior to the start of each term or when the family becomes eligible. Note that the original or certified birth certificates of triplets/quadruplets must be sighted.

Receipt of this subsidy means that eligible families will not be required to make enrolment fee and term fee payments for 15 hours of kindergarten.

Pro-Rata of Term Fees

If an enrolment is accepted and the first day of attendance is within the first half of a given term, then families will be charged the full term fee.

If an enrolment is accepted and the first day of attendance is after the mid point of a given term, then families will be charged 50% of the full term fee.

If an enrolment is accepted and the first day of attendance is more than 2 weeks after the mid point and there are less than 4 weeks of the term remaining, then the families will be charged on a weekly basis.

Late Payment of Fees

Where a family enrolled in 4 year old kindergarten is refusing to pay fees the following procedure will take place:

- Moreland Early Years Management will issue a reminder to the late paying family.
- Unless parents have discussed late payment of fees with Moreland Early Years Management, if payment is not received by the final due date as outlined in the reminder letter the late payment fee of \$50.00 will apply.

- A telephone call will be made to the family with outstanding fees ascertaining why they have not paid.
- A meeting will be arranged by the Moreland Early Years Management with the parent to discuss the situation and negotiate a suitable arrangement. This will be followed by a letter stating the outcome of the meeting and giving a time frame of 1 week for payment.
- A final letter will be issued warning the family that the service will be withdrawn and a date given.

Late Collection charge

Moreland Early Years Management in conjunction with the early years services reserves the right to implement a late collection charge when parents are frequently late in collecting a child/ren. In these situations, the following procedure will apply:

- The qualified staff member will inform the parents that if it continues Moreland Early Years Management will be notified and the parent will be charged a late fee.
- If after the reminder, or Moreland Early Years Management letter, the parents is between **20** and **30** minutes late, a fee of **\$5.00** for every **5** minutes, or part thereof, from the conclusion of the session will be invoiced by Moreland Early Years Management.
- If the parent is over **30 minutes** late in collecting their child, the fee will be **\$5.00 for every 5 minutes**, or part thereof, for the first **30 minutes** from the conclusion of the session and then **\$10.00 for every 5 minutes** or part thereof.