



Gundala Kindergarten Terms and Agreements of Enrollment 2020

Bookings

Bookings are **set in** Gundala kindergarten, and this means that if you are booked in for the Monday, Tuesday, and alternate Wednesday group, then we ensure that a spot is available for your child on these days every week. When your child is sick, you take a holiday, or your child stays at home on one of their booked days, those days are still booked for you and therefore fees will still apply. Fees also still apply for public holidays and pupil free days.

Child Care Benefit for Registered Care (CCR & CCB)

As we **are not** a long day care, you **are not** eligible for the Child Care Benefit or Child Care Rebate.

Fee subsidies for Gundala Kindy

You may be eligible for fee subsidies through state government funding programs. As a community kindergarten, we are funded by the Queensland Education Department and families with a concession card are eligible to apply for Queensland Kindergarten Funding Scheme (QKFS) which covers most of your child's tuition fees for the term. For 2020, the fees are \$827.00.

- Concession card holders are required to pay a gap of \$6.00 per term
- Non-Concession card holders are required to pay a gap of \$85 per term

Fees are charged a term in advance and are always to be kept in advance. You will be issued with a customer account statement each term and a receipt at the end of term showing payments received. We use Direct Debit for fee payment, banking details can be found at the bottom of your invoice.

Late fees

Gundala Kindergarten finishes at 2:30 pm each day. Please be at Gundala to pick up your child at least five minutes before closing time. If you think you will be late, please give us a call to let us know. The Director will call you at 2:45pm to see how far away you are and to advise that charges are starting to be implemented. If you are late to pick up your child, a late fee will be applied to your account to ensure educators are compensated for working longer than their normal working day. Late fees are charged at a flat rate of \$20 for anytime up to 10 minutes and \$1.50 for each minute after this. For example, if you are 30 minutes late (You collect your child at 3:15pm - you will be charged \$50.00 late fees) It is important to note that QKFS funding does not cover these fees and it will be a fee incurred at your expense.

Leaving the service

If you plan on leaving the service before the end of the kindergarten year, two weeks' notice of your intention to leave must be provided to your Director. It is important to note that even if your child do not attend for those two weeks, full charges will apply, and you will only be able to claim Queensland Kindergarten Funding Scheme at another center after your 2 weeks is up.

Casual Days

Casual days are subjected to availability. We ask you to speak to Admin or the Director to negotiate these days. Prices are set at \$48.00 per day and you are only charged this fee for the days your child attends. If Gundala is at full capacity, you may need to relinquish your casual day if a family is requesting to enroll their child full time.

My child is enrolled in group _____

My child will be attending the days _____

I have opted for additional causal days _____

Grievance Procedure

We like to operate the Kindy through informal chats with families to ensure we are all getting along and meeting the new and sometimes challenging environment together. However, if this does not meet your needs then please follow the procedure below.

1. Make an appointment time after hours to meet with the Director. You can inform the Director at this stage what your concern is.
2. Meet with the Director to discuss your concern and come to an agreement as to how the problem can be resolved (The Director may need time to follow up with other staff in the center regarding your concern).
3. If required, the Director will follow up via phone call, face to face meeting or email to discuss the outcome
4. If you still feel that you concern has not been resolved appropriately, then your next step would be to contact a member of our Management Committee. Please refer to your Parent Handbook for their contact details.

I hereby have read and understood the terms and agreements of my child's enrollment at Gundala Kindergarten.

Parent Signature: _____ Date: _____

Director/ Admin Signature: _____ Date: _____