

Kindergarten Fee Relief COVID-19

FAQ's for Parents

Kindergarten fee relief for all families.

1. Is assistance available if I have been financially affected by COVID-19?

Yes, assistance will be provided to all Kindergarten families via the Queensland Government's \$17 million support package for community kindergartens.

2. What assistance is available?

The funding boost will enable our kindergarten programs to be provided free of charge for Term 2, 2020.

3. What supporting documentation do I need to produce to show my financial situation?

No documentation or application is needed. The fee relief will be automatic and all payment arrangements will be stopped for Term 2 (Monday 20 April – Sunday 12 July).

4. Does the Kindergarten director need to meet with me to discuss the fee relief?

No. We do not want to add any additional stress to you during this time.

5. Is the concession for Term 2 only or is it for the remainder of the year?

The fee relief is for Term 2 only. Further concessions will be reviewed at the end of Term 2.

6. Do I have to stop my payments by Direct Debit as part of this fee relief?

No. All payments will be automatically stopped for Term 2 (Monday 20 April – Sunday 12 July). Invoicing will not occur during this period including all levies.

7. Do I have to stop my payments by Bank Transfer, Centrepay or Bpay as part of this fee relief?

Yes. Please adjust your payment schedule for Term 2.

8. What if I have an outstanding account balance?

Processes for the collection of unpaid fees have been suspended during Term 2.