



Frequently Asked Questions

Sessional Kinder

What happens if my child turns 6 in the year they attend kindergarten?

If your child turns 6 before the end of term 4, you will need to discuss this with your child's Early Childhood Teacher (ECT) regarding an exemption from starting school.

Please go to <https://www.vic.gov.au/going-kindergarten-if-your-child-six-years-old> for more information.

Can I claim CCS?

Child Care Subsidy is not applicable at sessional kindergarten, as it is heavily funded by the government.

What happens with my fees if my child commences after the 1st day of term? (2022)

If your child is enrolled at the start of the term, you will be charged full-term fees. If your child commences in the second half after of the term, a half term fee will be applied to your account.

How do I cancel my child's enrolment? Do I get a refund if I leave during the term that I have already paid for? (2022)

We require two (2) weeks written notice, which can be emailed through to your Kindergarten or enrolments team. This will be passed on to your local council, if applicable, and they will be in contact with you. Term fees are non-refundable.

What is Early Start Kindergarten and am I eligible?

Early Start Kindergarten gives eligible children 15 hours of free or low-cost kindergarten per week for two years before starting school.

To be eligible, your child must be three by 30th April in the year they start kindergarten and meet one of the following criteria:

- Be from a refugee or asylum seeker background
- Identify as Aboriginal or Torres Strait Islander
- Your family has had contact with Child Protection

Do Kindergartens have a priority of access?

We follow the Victorian Government Department of Education and Training priority of access guidelines.

- Children at risk of abuse or neglect, including children in Out-of-Home Care
- Aboriginal and/or Torres Strait Islander children
- Asylum seeker and refugee children

- Children eligible for the Kindergarten Fee Subsidy
- Children with additional needs, defines as children who
 - * require additional assistance to full participate in the kindergarten program
 - * require a combination of services which are individually planned
 - * have an identified specific disability or developmental delay

Are you open during school and public holidays?

The Kindergartens are run only during school terms and closed during school and public holidays. If you have an enrolment or fee enquiry, the team is available during the school holidays and only closed during the Christmas/new year break.

If my child is enrolled into the 3yo program, will they automatically be placed in the 4yo program?

We suggest families to get in touch with their local councils, as this can vary.

For Puckapunyal and Apollo Bay Kindergartens, we do require families to re-register as your place is not automatically moved to the 4yo program.

Does my child need to be immunised to attend kindergarten?

Kindergartens fall under the 'No Jab, No Play' law, which means upon enrolment we will need an up-to-date copy of your child's Medical Immunisation Statement to commence care. We cannot accept a doctor's letter in replace of this.

| Scenario | Advice |
|--|---|
| Lost AIR immunisation history statement | Use your Medicare online account through myGov or Express Plus Medicare mobile app to access a copy or call the AIR on 1800 653 809 and request a copy be posted to you. It can take up to 14 days to arrive by post. |
| Incorrect information recorded on the AIR immunisation history statement | If immunisations are missing from a statement, contact your immunisation provider to check if they have been sent to the AIR. Once the information is recorded on the AIR, you can access an updated copy using your Medicare online account through myGov or Express Plus Medicare mobile app. |
| Overdue for a vaccination | See a doctor or immunisation nurse. The doctor or nurse will provide the vaccination and advise the AIR. Once the AIR has been updated, you can access a copy using your Medicare online account through myGov or Express Plus Medicare mobile app. |
| Overdue for multiple vaccinations | See a doctor or immunisation nurse discuss a 'catch-up schedule'. As each vaccination is given, they will update the AIR. Once the AIR receives the information, you can access a copy of your child's immunisation history statement using your |

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|--|---|
| | Medicare online account through myGov or Express Plus Medicare mobile app. |
| Medical reasons | <p>If your child cannot be fully immunised for medical reasons, you will need to visit an eligible doctor who may provide an immunisation medical exemption. This information will be recorded on the AIR, noting the vaccines your child cannot receive for medical reasons.</p> <p>If your child has an immunisation medical exemption recorded on the AIR, information will appear at the bottom of the statement noting the vaccines they cannot receive.</p> |
| Questions or concerns about immunisation | Seek advice from your doctor or contact your local council immunisation service. |

What is Kindergarten Fee Subsidy? (2022)

The kindergarten fee subsidy allows children to access up to 15 hours of funded kindergarten delivered by a qualified early childhood teacher for free or at low cost. Your child is eligible for the kindergarten fee subsidy:

- if your child identifies as Aboriginal and/or Torres Strait Islander
- if your child is identified on their birth certificate as being a multiple birth child (triplets or more).

Your child is also eligible if they hold, or have a parent or guardian who holds, one of the following:

- a Commonwealth Health Care Card
- a Commonwealth Pensioner Concession Card
- a Department of Veterans Affairs Gold Card or White Card
- Refugee or Asylum Seeker visa (200-204, 786 or 866)
- Bridging visas for any of the above Refugee or Asylum Seeker visas.

If your family or child has a humanitarian or refugee visa listed by the Department of Immigration and Border Protection that is not included in the above list, your child may still be eligible for the kindergarten fee subsidy. Please speak to your kindergarten service for more information.

We will apply for the kindergarten fee subsidy or extension grant on your behalf. The payment will be made directly to us and will allow your child to attend up to 15 hours a week for free or at low-cost.

When do I find out about the orientation process for my child, and do they need to attend?

Notification of orientation is sent to families via email late November/early December, but this can be subject to change. Kindergarten orientation is an important step for children to undertake, to help with building connections with educators, and assist them to become familiar with their new environment.

What happens if my child needs a second year of kindergarten?

Please refer to page 19 of our Kindergarten Handbook

What does my child bring to kindergarten?

Please refer to page 16 of our Kindergarten Handbook

How can I become involved in the kinder program?

[Please click here for more information.](#)

What happens if I'm running late to pick up my child?

If you are running late to collect your child, the kindergarten would appreciate a phone call, so they are aware of the situation. Late collection fees are \$30 for the first 15 minutes or part thereof, then \$1 per minute thereafter until the child is collected. Application of late collection fees is at the discretion of the nominated supervisor. If late fees are applied, an invoice will be sent to you via email and due within two (2) weeks.

How do I pay my child's fees? (2022)

Families will be invoiced two (2) weeks before the start of term via email. We ask for you to keep an eye on your inbox as well as your spam/junk box. You will be given a link to click and pay via bank transfer. Fees are due before the commencement of the term. If you need further payment options or a payment plan, please contact the enrolments team.

What do I do if I have a complaint or feedback?

We ask this to be emailed through to customerservice@onetree.org.au

What is the staff to child ratio?

1 educator per 11 children. Each classroom/group is run by a Bachelor qualified teacher.

Free Kinder 2023**Who is eligible?**

All families with a child enrolled in a funded 3- and 4-year-old kindergarten program are eligible for Free Kinder, in either sessional or long day care services.

When will this commence?

This will commence from the beginning of Term 1 2023.

Who will the payments go to?

Payments will go directly to the organisation, not to families.

What if a child attends both sessional kindergarten and long day care service, will free kinder apply in each?

The Free Kinder funding is available at the service where a child receives their funded kindergarten program. Where a child attends both a sessional kindergarten and a long day care service, this will normally be the sessional kindergarten. Families cannot receive the benefit twice – it attaches to one kindergarten program only.

Can families access a second year of kindergarten as part of the initiative?

Children who have delays in two or more key areas of development and would benefit from a second year of kindergarten, as determined by an early childhood teacher, will be able to attract the Free Kinder funding. If a child is not eligible for a second year of a funded kindergarten in line with current Departmental policy, then they will not be able to access the Free Kinder funding.

Long Day Care Kindergarten**Why are my fees not further discounted if I am receiving kinder funding for my child? (2022)**

Children who are enrolled into the long day care kindergarten program maintain the same daily fee, as this program offers longer opening hours, meals etc. and you can still claim your Child Care Subsidy.

Am I eligible to enrol into the LDC funded kinder program?

As long as you meet the criteria needed, then yes you can enrol. Please speak to the director, kindergarten teacher, or call the enrolments team for further clarification.

Why do I need to complete additional documentation for kindergarten?

School Readiness Form: This confidential information is entered into a funding system that is only accessible to the Department of Education and Training. They then allocate the level of need and funding as per this data collected. This information is mandatory as part of gaining kinder funding for your child.

Kindergarten Funding Form: We require this form to be completed to ensure that we have confirmation that we are the only kindergarten program claiming your child's allocated funding, as this can only be allocated to one service at a time.

Free Kinder 2023**What is the financial benefit to families of the initiative?**

For long day care services, this initiative will mean a reduction in kinder fees of \$2,00 over the 2023 kinder year, after CCS. Further information will be given to families in the upcoming months once finalised.