

We sincerely thank you for your ongoing trust in Wonder Kidz.

Your children are the heart of everything we do. Supporting them through our neuroaffirming, child-led programs is a privilege we never take for granted.

As we prepare for upcoming activities and move into the updated NDIS NOV 2025 landscape, we want to ensure all families feel confident and well-informed about the new guidelines, our updated Wonder Kidz policies, and our revised pricing.

Our commitment has always been—and will continue to be—to keep our services accessible, inclusive, and sustainable **without ever introducing a waiting list.**

We are also proud to share that **even with the new price adjustments, Wonder Kidz still bills below the standard NDIS Price Guide**, which has allowed us to remain one of the most trusted and affordable support providers for our families. We are deeply grateful for the trust you continue to place in us.

## ■ Updated NDIS November 2025 Requirements & Wonder Kidz Policies

### 1. Activity & Food Fees — Now Classified as Parental Responsibility

In line with the latest NDIS November 2025 updates, the following are **no longer claimable under NDIS funding** and must be covered directly by parents:

- **Excursions/incursions fees:**

So that you know, these must be transferred as outlined in your enrolment form. A confirmation email will be sent once payment is received.

- **Participant meals or treats** (e.g., McDonald's, shakes, fries, snacks, drinks):

*These must be paid in cash on the morning of the service, placed in a Ziplock bag and handed to the staff member collecting your child.*

These changes apply to all future bookings.

## ■ Updated Price List — Effective Monday 1<sup>st</sup> December

Due to rising operational costs, increased staff wages, and updated superannuation requirements, there will be a **slight price increase** to our services.

This adjustment has been carefully considered to ensure:

- We maintain high-quality, meaningful support.
- We retain a strong, dedicated team that truly knows and understands your children.
- We continue operating sustainably **without waitlists.**

Even with these changes, **our rates remain below the NDIS Price Guide**, helping you maximise your child's NDIS funding while receiving reliable, high-quality care.

I've attached your updated pricing list for your review.

## ■ Invoice Requirements & Attendance

To ensure fairness and continuity of support for all families:

- All invoices must be paid within **10 days** of issue.
- A maximum of **3 overdue invoices** is allowed at any time.
- If payments remain overdue, **future bookings will be cancelled immediately**, with a notification email sent one week prior.

## ■ Communication Policy

To maintain clear, trackable, and compliant communication:

- **Email** is the only official communication method for all requests, bookings, and updates.
- If your child is with us on the day, you may call **Rawan directly on 0402 524 656** for urgent matters.
- Please ensure you have set up access to the **Appessment** app, which we use to document your child's participation while they are in our program.

If you do not yet have access, please email us to request it

## ■ Bookings, Cancellations & Date Changes

For any:

- New bookings
- Cancellations
- Swaps or date changes

You are required to email **admin@wonderkidz.net.au**

## ■ Billing & Session Times

Once confirmed, the **whole session hours** will be billed, even if parents choose to manage transport themselves, as staff are already rostered for your child.

### Session Times:

- **School Holiday Program:** 9:00 AM – 3:00 PM (transport not included)
- **Wonderz/Tweenz Club:** Pick-up at 10:00 AM, drop-off at 3:00 PM

## ■ Cancellations

Our cancellation policy requires a **minimum of 48 hours' notice** for all group activities.

If cancellation occurs within 48 hours:

- The **full session fee + activity fee** will be invoiced.
- Transport fees will **not** be charged.

All change requests must be emailed to us **at least 48 hours before** the session.

We sincerely appreciate your cooperation as we align with the latest NDIS guidelines while maintaining the safe, nurturing, child-led environment your children deserve.

Thank you for walking this journey with us, for your trust, and for being part of the Wonder Kidz family.