



YMCA Canberra ELC Fee Policy

INTRODUCTION

The YMCA of Canberra is committed to high quality education and care of all children within our programs. We aim to support families through providing an affordable, stable and lasting service through a financially viable business model.

Policy Objective:

To support families by providing information regarding their CCS entitlements.
To ensure that the YMCA provides a sustainable and financially viable service to the ACT community.

POLICY

QikKids:

The YMCA of Canberra uses QikKids for our CCS software provider. QikKids uses QKEnrol, an online parent portal to enable families to securely access their details at a time convenient to them. Each enrolled family will be provided with a logon and password to the My Family Lounge to allow them to access their enrolment details Via QKEnrol.

Child Care Subsidy - CCS:

The Child Care Subsidy is a payment from the Australian Government that helps families with the cost of child care. It has been designed to assist people who work, train or study with the cost of child care. Eligibility for the Child Care Subsidy is determined by families applying through their myGov / Centrelink account.

It is the parent's responsibility to ensure that their child care subsidy remains current. If your subsidy is cancelled, full fees must be paid until a new assessment is issued to the Service via the CCS system.

Please note that your child is entitled to 42 Allowable Absences in a financial year. Once you have used all 42 absences, CCS will no longer apply on the days your child is absent from the Centre and you will be responsible for paying the full fee rate. The only time the CCS will be payable after 42 absences (as noted by the Department of Education and Training) is if supporting documentation is provided for those absent days for circumstances that are defined in the Family Assistance Law.

Additional Child Care Subsidy:

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CS005	December 2018	June 2019	Current

The Additional Child Care Subsidy (ACCS) is designed to apply in special circumstances and provides a higher rate of financial assistance than the CCS. Applications for Grandparent, Transition to Work and Temporary Financial Hardship ACCS are made online through your MyGov / Centrelink account.

Additional Child Care Subsidy summary:-

You must be eligible for the CCS and meet one of the following criteria -

Be an eligible grandparent getting an income support

Be transitioning from certain income support payments to work

Be experiencing temporary financial hardship

Fee structure:

The YMCA will conduct a fee structure review twice per financial year in January and June.

To support families to optimise the CCS they can access, 3 sessions are available to choose from.

Full day- 11hours 7am to 6.00pm

10 hour session 7.30am to 5.30pm

10 hour session 8amto 6.00pm

For ELC’s a two tiered fee structure exists to support best practice, ratio requirements and continued affordability for families. When a child is enrolled into a preschool room, there will be a reduced fee applied.

Payment of Fees:

Upon Enrolment you will be required to pay a deposit equivalent to one week’s full fees. This deposit will be deducted from your first account. This deposit is non-refundable if you cancel your child’s booking prior to the enrolment start date.

Please contact our Children’s Services Head Quarters on (02) 6242 4040 for our current fee structure.

All fees are to be paid two weeks in advance

Accounts will be sent every fortnight on a Monday

Any casual booking fees will be deducted within the fortnight after attendance.

The only method of payment available for families is Direct Debit. Fees are payable for all days booked, including any absence due to illness or holidays. All Public holidays will be charged except for Christmas Day, Boxing Day and New Year’s Day. The YMCA is closed for 1 week over the Christmas period. No fees will be charged for this week.

If at any stage you have financial difficulties, please speak to the Children’s Service Office Manager on 6242 4040. We may be able to provide special assistance or work with you to create a payment plan. The acceptance of a payment plan agreement will be conditional and will require your Direct Debit to be adjusted as agreed and will be effective immediately.

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If a Direct Debit payment fails, an email or phone call will be issued informing that another attempt will be made to recover the amount on the Friday of that week. If two successive Direct Debit payments fail and you have not contacted the Children's Services Office to arrange a payment plan, your booking will be cancelled effective as of the failure of the second Direct Debit.

Notice periods:

If a family wishes to change their current booking or session, two week's written notice must be provided to the Director.

If a family wishes to cease care with the Centre, two week's written notice must be provided to the Director. If this does not occur, 2 weeks full fees will be billed to you.

Once notice is given and care has ceased, if a family wishes to return to the Centre then a Waiting List application will need to be completed and normal Waiting List procedures will apply. The YMCA Service maintains the right to cancel care for any child/children without notice if parents/guardians fail to comply with the Centre policies and procedures.

Additional fees:

Failure to collect your child prior to the closing time of the service (6pm) will incur a fee of **\$5.00** per minute late fee. This amount will be added on to your account and will not be subject to CCS.

Children who attend outside of their session time (prior to 6pm) will incur a fee of **\$10.00** per 30 minutes. This amount will be added on to your account and will not be subject to CCS.

Children who attend outside of their session time past 6.00pm will incur a fee of **\$5.00** per minute late fee. This amount will be added on to your account and will not be subject to CCS.

The YMCA maintains the right to deny entry outside of a child's booked session times if entry will contravene ratios.

DEFINITIONS

N/A

SCOPE

This Policy relates to YMCA Children's Services- Early Learning Centres

ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Management	Management will ensure that upon enrolment families

	<p>understand their financial responsibilities and all processes and expectations are communicated effectively.</p> <p>Management will ensure that families do not build a debt that is a financial burden on their family unit by monitoring debts and adhering to this policy.</p>
Families	<p>Families must ensure that they provide their direct debit details on the QikKids portal prior to their child starting care.</p> <p>Families must ensure that their fees are paid two weeks in advance.</p>

MONITORING, EVALUATION AND REVIEW

To be review in September 2021

SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

- Education and Care Services National Regulations NSW 2011
- Children (Education and Care Services) National Law (NSW)
- A New Tax System (Family Assistance) Act 1999
- Child Care Management System (CCMS) DEEWR 2008
- Childcare Services Handbook –FAO
- YMCA of Canberra Early Learning Centres Family Handbook, (2014)

Version	Date	Author	Change Description
	16/2/15	Jodie Ledbrook	Change to implement Direct Debit only
	5/1/2018	Jodie Ledbrook	Inclusion of Two tiered fee structure
	3/6/2019	Jodie Ledbrook	Inclusion of CCS, 3 session options and new opening hours

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