

# Y Canberra Region Childrens Services Fee Policy

## Policy Statement

The Y Canberra Region Childrens Services provides education and care to Children and Young People of the ACT and outer region of NSW. We are a not for profit organisation meaning that money received from fees is used to pay staff wages and operational costs. We aim to support families through providing appropriate, equitable and non-discriminatory fees in addition to providing a framework that protects the financial viability of our Education and Care programs (OSHC and ELC) by ensuring the prompt payment and successful collection of family fees.

## Objective

- To support families by providing information regarding their Child Care Subsidy (CCS) entitlements.
- To ensure The Y Canberra Region provides a financially viable service to the ACT and outer Region of NSW
- To provide a fee arrangement assessed by management based on the financial requirements of Children Services
- To provide support to families by outlining an efficient fee policy and procedure.
- To provide the relevant information and communication strategies for fee and CCS payments.

## Policy / Procedure

### Fee Allocation

The enrolled fee amount is calculated by the Nominated Supervisor (ELC) or Customer Care Team (OSHC). Fees are charged per day and invoiced fortnightly in advance.

### QikKids / Debit Success

QikKids is our software system that manages enrolments, Fees and CCS. This can be achieved using “debit success” for billing and payments. The QK Enrol online parent portal enables parents and guardians to securely upload their billing details for the direct debit of their account.

### Child Care Subsidy - CCS

The Child Care Subsidy is a payment from the Australian Government supporting families who work, train or study with their education and care fees. The approval process for Child Care Subsidy begins once families apply to the Family Assistance Office using their myGov / Centrelink account.

It’s the enrolling parent / guardians responsibility to ensure their allocated subsidy remains current. If you are informed by Centrelink that your subsidy has changed or ceased full fees will be charged until a new assessment is issued.

<https://www.servicesaustralia.gov.au/child-care-subsidy>

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### **Additional Child Care Subsidy – ACCS**

Additional Child Care Subsidy (ACCS) is designed for special circumstances providing a higher rate of financial assistance. Applications for Grandparent, Transition to Work and Temporary Financial Hardship are made by families to the Family Assistance Office using their myGov / Centrelink account.

Additional subsidy opportunities are available to support families who need practical help with their child’s safety and wellbeing assistance. This helps to address cost barriers families may experience so that child can remain engaged in education and care settings.

<https://www.dese.gov.au/additional-child-care-subsidy/child-wellbeing>

### **Allowable Absences**

The Family Assistance Office provides 42 Allowable Absences in a financial year. In exceptional circumstances additional allowable absences can be approved on receipt of supporting documentation (medical certificate / employer letter) to Nominated Supervisors (ELC) or Customer Care Team (CCT)

When allowable absences have expired CCS will no longer be applied to the days your child is absent.

<https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

### **Childrens Services Fee Framework**

On enrolment families have the booking request confirmed and are advised of their sessional hours and Fee schedule.

Sessional hours are described as;

ELC – 11 hours / 10 hours

OSHC – Before School Care (BSC) 7:00- 9:00, After School Care (ASC) 3:00 – 6:00, Vacation Care (VAC) 8:00 – 6:00

Families invoices are sent via email on a Wednesday prior to payment due date and Fees are withdrawn via Direct Debit on a fortnightly basis.

Your invoice will show families:

- 5 weeks’ fees in total (2 weeks’ prior, the current week, 2 weeks in advance).
- The Y Daily charged amount, CCS credited amount, the GAP fee, Total amount due
- Total allowable absence used over the financial year

Your fortnightly Fees are payable for the days your child is enrolled, including absences, personal holidays and public holiday.

Y Canberra End of Year Closure – The Y Canberra Region is closed during Christmas and New Year. No Fees are charged during this Period

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On occasion the Y Canberra Region allocates a Staff Professional Development Day. Families will be provided with a minimum of 2 weeks' notice and will not be charged.

In the case of Emergency Closures due to an unprecedented event or incident you will be contact immediately to collect your child. Fees will not be charged or fee relief may be provided on official government direction or advice.

The Y Canberra Region conducts a fee structure review twice per financial year in January and June.

**Payment of Fees** - Contact our Children's Services Care Team on (02) 6242 4040 for our current fee structure or for further information please go to [www.canberra.ymca.org.au](http://www.canberra.ymca.org.au)

- A deposit to the amount of 2 weeks fees is to be paid in advance. When enrolments are cancelled prior to the start date, the deposit is not refunded.
- Our payment method is Direct Debit or by Credit Card over the phone (with a linked Direct Debit account)
- The Direct Debit is set to a payment limit or left open. The limit must cover your fortnightly Fees as indicated by the DUE NOW section on your invoice

### The Y Canberra Region Financial Support Options

#### Direct Debit Declines:

- Debit Success automatically resubmits a second debit request Friday of the current week. The is verified in writing via email.
- If both these options decline the CCT will make contact to arrange possible payment plan.
- In the event contact options have been exhausted (phone, email etc) and verbal contact not achieved the child's booking is cancelled.

#### Financial Support:

We at the Y are understanding of individual financial circumstance and acknowledge that at times you require support. Please contact the Customer Care Team Manager on 6242 4040 to arrange a possible payment plan.

Fee support payments plans are negotiated collaboratively between both the family and the Y. Direct Debit's will be adjusted accordingly and effective as if the next fee debit cycle.

#### Additional Fees

In a circumstance where your child / children is not collected prior to closing a \$5.00 per minute late fee per child will be charged to your account and is not subjected to CCS. The closing time for our services is 6:00pm.

Attendance outside the selected session time will incur a fee of \$10.00 per 30 minutes. This fee will not be subject to CCS and added to your account. The Y Canberra Region maintains the right to deny entry outside of a child's booked session times if entry will contravene ratios.

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## Definitions:

**Child Care Subsidy (CCS)** - Assistance to help you with the cost of child care.

**Customer Reference Number (CRN)** - A CRN is 9 numbers and ends with a letter provided from Centrelink to prove your identity

**Additional Child Care Subsidy (ACCS)** - Additional assistance for exceptional circumstances

**Early Learning Centres (ELC)** – Long day Care birth – 5 years

**Outside school Hours care (OSHC)** – Before (BSC) and After School (ASC) Care 5 – 12 years

**OSHC Vacation Care (VAC)** – School Holiday Care 5 – 12 years

## Scope

This Policy relates to The Y Canberra Region Children’s Services - Early Learning Centres, Outside School Hours Care and Vacation Care

## Monitoring, Evaluation and Review

The Y Canberra Region Fee Policy is review annually or as required

## Roles and Responsibilities

Department/Area	Role/Responsibility
<b>Nominated Supervisors (ELC) Customer Care Team (OSHC)</b>	<ul style="list-style-type: none"> <li>- will ensure upon enrolment parent / guardians understand their financial responsibilities, processes and expectations</li> <li>- will audit enrolment form to ensure all direct debit details are submitted</li> <li>- will allocate enrolled sessional hours</li> <li>- will ensure parent / guardians pay 2 weeks fees in advance before their enrolled start date.</li> </ul>
<b>Customer Care Team (CCT)</b>	<ul style="list-style-type: none"> <li>- will support parent / guardians to maintain their debt to a manageable level</li> <li>- will manage the OSHC bookings and Fees</li> <li>- will audit debt collection on a fortnightly basis and initiate any debt collection</li> </ul>
<b>Parent / Guardians</b>	<ul style="list-style-type: none"> <li>- will ensure they provide their direct debit details via QK enrol prior to the enrolled start date.</li> <li>- will ensure fees are paid two weeks in advance.</li> <li>- will acknowledge Nominated Supervisors are not responsible for accounts / debt collection</li> </ul>

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- will supply CCS details including Customer Reference Numbers (CRN) and confirm the enrolment once linked.
- Collect your child / children by the closure time / sessional end time

## Supporting Documents

Education and Care Services National Regulations (2011 SI 653)  
<https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653>

Education and Care National Law Act 2010  
<https://www.legislation.vic.gov.au/in-force/acts/education-and-care-services-national-law-act-2010/013>

Child Care Subsidy Services Australia  
<https://www.servicesaustralia.gov.au/child-care-subsidy>

Y Canberra Region Family Handbook  
 Y Canberra Region Childrens Services Enrolment Policy

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