

YMCA Victoria Policy – Payment of Fees and Provision of a Statement of Fees

1. PURPOSE

The YMCA is a not for profit organisation. The operation of our Education and Care services are financed through the collection of fees from account holders, primarily the participants’ parent or guardian. As the financial operation of these services operate under a number of Federal Laws that pose significant penalties for non-compliance, this Policy and Standard Operating Procedure guides YMCA services in the accurate, timely and legally compliant financial administration to ensure each services’ financial viability, meet legal obligations and permit future growth of Children’s Services programs.

2. SCOPE

This Policy applies to The Young Men’s Christian Association of Victorian Inc and related entities including Kingswim and The Victorian YMCA Youth and Community Services Inc. For the purposes of this document we refer to these entities as the YMCA. All Policies and Procedures must conform to this Policy. The scope of this Policy applies to all Board members, Sub Committee members, educators and volunteers. This Policy applies to all YMCA Member Associations. For the purposes of this document we refer to these as the YMCA. All Policies and Procedures must conform to this Policy.

You agree and acknowledge that by participating in any Children's Program you will be bound by this Policy.

3. AUDIENCE

- Staff/Volunteers
 Managers
 Senior Managers/Executive
 Board Members
 Customers/Patrons
 Contractors

4. POLICY – YMCA VICTORIA REQUIREMENTS

For the payment of fees by parents/guardians as required. For services eligible for Child Care Subsidy to remain compliant with Family Assistance Law.

4.1 POLICY SECTOR SPECIFIC REQUIREMENTS

POLICY – CHILDREN’S PROGRAMS SECTOR REQUIREMENTS

1. Education and Care Service Responsibilities:

- Person/s deemed as fit and proper in relation to Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) are required to:
 - Successfully complete a PRODA check

Policy Title: CP233-O (PO) Payment of Fees and Provision of a Statement of Fees Policy	Policy No: CP233-O	Policy Type: Operational
Approved Date: 26/10/2023	Formal Review Frequency: 3 years	Approved By: EGM
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- Complete CCS Software System/Child Care Management system training in order to be provided secure YMCA login details
- Apply ACCS entitlements for account holders in accordance with the [Child Care Provider Handbook - Appendix B Child Care Subsidy](#)
- Process CCS/ACCS payments accurately and securely
- Maintain records in accordance with family assistance law and the [YMCA Document and Records Management Policy](#)
- Participate in ongoing internal audits to assess the compliance with this procedure.
- Mitigate the risk of CCS and ACCS fraud by ensuring accurate data collection, adherence to internal protocols and identification of attendance anomalies and reporting.
- Any alleged fraudulent activity must be reported to the Children’s Programs Customer Care Manager for investigation with the Children’s Programs Senior Leadership Team and People and Culture unit.

2. Account Holder Responsibilities:

1. Enrolment

1.1 When enrolling your Child into Care you must:

- (a) use the enrolment form on the My Family Lounge online enrolment system;
- (b) provide us with accurate and up to date financial information;
- (c) if you are wishing to attempt to claim the Child Care Subsidy, provide us with your Child's and your own Centrelink customer reference number (if you do not have one at the time of enrolment you will not be eligible for the Child Care Subsidy until this is provided);
- (d) agree to the Child Care Subsidy Enrolment Agreement; and
- (e) complete the Direct Debit Form.

1.2 All new enrolments will go through our ‘New Enrolments’ process to ensure that YMCA Victoria meet our obligations and follow the correct enrolment and onboarding process prior to a child commencing at the centre. Once an enrolment has been completed by a family:

- (a) the enrolment is delivered via email to both the Centre and the Children’s Programs Lead Management Team
- (b) the enrolment is checked by the Centre to ensure that all Medical, Allergies, Risk Minimisation Plans & Immunisation information has been provided (if required)
- (c) the enrolment is checked by the Children’s Programs Lead Management Team to ensure all billing details are uploaded to the account and the CWA/CCS Enrolment is submitted (if eligible)

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- 1.3 If all obligations are not met:
- (a) your enrolment will be declined and you will be unable to utilise care
 - (b) the Centre will be sent an “Enrolment DECLINED please wait for further instructions” email, alerting the Centre to all outstanding items
 - (c) you will be contacted via phone and receive an “Enrolment PENDING - action required prior to starting care” email. This communication clearly outlines the outstanding enrolment requirements and steps that need to be finalised prior to your child/ren commencing.
- 1.4 If all obligations are met and your Child's enrolment has been approved:
- (a) your Child will be allocated to certain days and times for Care (**Booked Days**) and/or you will be able to request to book one-off days and times for Care (**Casual Days**); and
 - (b) if you are wishing to attempt to claim the Child Care Subsidy, you must provide us with confirmation that your Child's Child Care Subsidy enrolment with us has been recorded on your MyGov account.

2. Fees

- 2.1 All Fees are to be paid in advance. Direct debit is the only payment method accepted at the service. No cash or cheques will be accepted at the centre for payment of fees. No Child will be allowed to attend Care for any particular fortnight unless their Fees have been paid in advance in accordance with this clause 2.
- 2.2 Every second Monday you will be provided with notice by email detailing the Fees that are payable for the fortnight that commences one week from that day based on the Booked Days of Care that your child is enrolled to receive (**Statement**).
- (a) If your Child is enrolled in *and* attends any extra days of Care as outlined in clause 3.3 between the day the Statement is issued and the day the direct debit occurs, the Fees for these additional days will not appear in that Statement but may be direct debited in accordance with clause 2.4 and reflected in the following Statement that is issued.
 - (b) If your Child is enrolled in *and* attends any extra days of Care as outlined in clause 3.3 after a direct debit occurs, the Fees for these additional days will appear on the next Statement and will be direct debited in accordance with clause 2.4 in the following fortnight.
- 2.3 If you believe that a Statement you have received is incorrect, you may notify us in writing before 5:00pm on the day after you receive the Statement.

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2.4 If you do not notify us in accordance with clause 2.3, your Fees will be paid via direct debit in accordance with clause 3 on the Thursday following your receipt of the Statement (unless clause 2.2(a) applies). Any incorrect Statements will be dealt with under clause 2.6.

2.5 We have provided the following hypothetical worked example to provide clarity on the process as set out in this clause 2:

(a) *A Statement will be sent out on Monday the 1st of January. This Statement will detail the Fees payable for Care provided between Monday the 8th and Sunday the 21st of January. If you do not notify us of any perceived errors before 5:00pm on Tuesday the 2nd of January, you will be direct debited for the amount of the Fees on Thursday the 4th of January.*

(b) *If on the 2nd of January you enrol your Child in Care for a Casual Day on the 3rd of January, the Fees for this additional Care will not appear on the Statement issued on the 1st of January but may be debited on the 4th of January and will appear on the Statement issued on the 15th of January.*

(c) *If on the 2nd of January you enrol your Child in Care for a Casual Day on the 10th of January, the Fees for this additional Care will appear on the next Statement that is issued on the 15th of January and will be direct debited on the 18th of January.*

2.6 If you believe that a mistake has been made on a Statement or a direct debit but did not notify us in accordance with clause 2.3, please notify us and we will discuss the matter with you. Following this discussion we will issue a refund or credit if applicable.

3. Changes to Booked or Casual Days

3.1 If your Child is enrolled in Booked Days and you wish to cancel your Child's enrolment permanently or reduce your Child's Booked Days permanently, you must provide us with written notice at least seven (7) days in advance for Before and After School Care/School Holiday programs and at least fourteen (14) days in advance for Early Learning programs. If you fail to provide notice in accordance with this clause 3.1, you will be charged the Fees for the full Booked Days in accordance with clauses 2 and 4.

3.2 If your Child is enrolled in Casual Days and is absent for any reason:

(a) and notice was provided to us of that absence no less than 7 days before the relevant Casual Day:

(i) the difference in Fees between the Casual Days your Child was enrolled in and days actually attended will be applied as a credit on your next Statement; or

(ii) if your Child does not attend Care in the following fortnight, you will receive a refund for the difference in Fees between the Casual Days your Child was enrolled in and days actually attended.

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- (b) and notice was not provided to us of that absence in accordance with clause 3.2(a), you will be charged the Fees for the full Casual Days in accordance with clauses 2 and 4.

3.3 If your Child attends more care than their Booked Days and/or enrolls in Casual Days during a particular fortnight, Fees for these additional days will be charged in the manner and timeframes as outlined in clause 2.2(a) and 2.2(b).

4. Direct Debit

4.1 In accordance with clause 2.4 we will attempt to direct debit any Fees payable from the account details you provided in the Direct Debit Form.

4.2 If your account details change, it is your responsibility to re-submit the Direct Debit Form no less than forty-eight (48) hours before a direct debit is to occur. We accept no responsibility for any loss caused by a failure to provide us with up-to-date account details.

4.3 If a direct debit under clause 4 is dishonoured:

- (a) the Dishonour Fee will be added to the Fees that you owe (your financial institution may also charge you a dishonour fee which is separate and in addition to the Dishonour Fee);
- (b) you will receive a text message the day after the direct debit is attempted alerting you of the dishonour before your account may be suspended under clause 5 (**Dishonour Due Date**);
- (c) you will receive an email and phone call one (1) to two (2) Business Days after the direct debit is attempted reminding you of the dishonour, the Dishonour Fee (that will be charged at the next successful direct debit) and the Dishonour Due Date; and
- (d) it is your responsibility to contact us to arrange manual payment of the outstanding Fees before the Dishonour Due Date to avoid account suspension as set out in clause 5.

5. Account suspension

5.1 If a direct debit fails and manual payment of Fees is not made in full by 5:00pm on the Dishonour Due Date, your Account will be suspended and your Child will not be able to attend any Care from that point.

5.2 Where an Account is suspended under clause 5.1 you must make contact with us if you wish for your Child to attend further Care.

5.3 Your Child's place in a particular day and time of Care is not guaranteed after your Account has been suspended, as this will be subject to availability.

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5.4 You must make full payment of any outstanding Fees as well as the Fees in advance before your Child will be permitted to attend further Care.

6. Pursuing unpaid Fees

6.1 If for any reason a Child attends Care that has not been paid for, we will provide you with notice in writing, demanding payment of those Fees (**Outstanding Amounts**).

6.2 After receiving a notice under clause 6.1 you may contact us to organise an appropriate payment plan to allow you to pay back the Outstanding Amounts.

6.3 If the Outstanding Amounts remain unpaid for more than fourteen (14) days after receiving a notice from us under clause 6.1 and no payment plan has been created under clause 6.2, we will provide you with a further notice in writing, demanding payment of the Outstanding Amounts and alerting you to the potential of action being taken under clauses 6.4(a) or (b).

6.4 If the Outstanding Amounts remain unpaid for more than fourteen (14) days after receiving a further reminder notice under clause 6.3 and no payment plan has been created under clause 6.2, we reserve the right to:

- (a) forward your details to a credit control agency; or
- (b) pursue formal legal action against you.

6.5 If we are able to recover the Outstanding Amounts through a method outlined in clause 6.4, the Reinstatement Fee must be paid before the Child can attend any further Care.

7. Open doors program

7.1 We will take into consideration whether you have been accepted into the YMCA Open Doors Program whenever dealing with you in relation to this Policy.

7.2 Where applicable we will notify you of any variations to this Policy that will apply to you as a consequence of your involvement in the YMCA Open Doors Program.

8. Child Care Subsidy

8.1 You should notify us in writing if any changes occur to your circumstances which may affect your entitlement to the Child Care Subsidy and therefore your Fees.

8.2 Your fortnightly Account will include detail on the amount of Child Care Subsidy that has been applied.

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- 8.3 Where a new Facility is established, it may take some time for the Facility to be granted approval for the Child Care Subsidy. If this is the case and you:
- (a) can provide evidence of your previous Child Care Subsidy entitlement, you will need to pay a percentage of the total Fees (as would be payable without the Child Care Subsidy) as per your previous Child Care Subsidy entitlement;
 - (b) cannot provide evidence of your previous Child Care Subsidy entitlement, but you believe you are entitled, you will need to pay 50% of the total Fees (as would be payable without the Child Care Subsidy) until an accurate subsidy can be applied (once approval is granted, if you are not found to be entitled to Child Care Subsidy, the 50% reduction in Fees will need to be repaid in accordance with clause 6); or
 - (c) do not believe you are entitled to Child Care Subsidy, you will be charged 100% of the total Fees,

until and unless approval is granted to that Facility.

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9. ACCS

- 9.1 The Additional Child Care Subsidy (ACCS) is a top-up payment in addition to the Child Care Subsidy (CCS) and, except for the ACCS (transitioning to work); it will cover all of a child's child care fees in most cases. ACCS includes four elements:
- a) ACCS (child wellbeing) – for families who require practical help to support their children's safety and wellbeing
 - b) ACCS (grandparent) – for grandparents who are primary carers of their grandchildren
 - c) ACCS (temporary financial hardship) – for families experiencing temporary financial hardship
 - d) ACCS (transition to work) – for families transitioning from income support to work.
- 9.2 Relevant documentation is to be provided to the service in a timely manner to ensure ACCS applications are able to be processed accordingly.
- 9.3 Account Holders must ensure that they fulfil their fee payment obligations and provide their banking details prior to their child starting care as required.
- 9.4 If a family is not approved for ACCS they will be required to pay full fees until the approval is received by the service.
- 9.5 Additional ACCS information is outlined in the Y's Governance Arrangements for CCS and ACCS Procedure.

10. No Jab, No Pay Requirements

Under the No Jab, No Pay legislation (*A New Tax System (Family Assistance) Act 1999*), eligible families claiming the Child Care Subsidy (CCS) must meet the specified immunisation requirements in order to receive this subsidy from the Government.

11. Free Kinder

- 11.1 All YMCA Victoria early learning services provide Three and Four-Year-Old kindergarten programs delivered by a qualified early childhood teacher. These programs (15 hours per week or 600 hours per year) are fully funded by the state government for all eligible children

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enrolled in our services. The funding per child is \$2,500 per year for sessional kinder and \$2,000 per year for integrated kinder.

- 11.2 Free Kinder replaces the 'Kindergarten Fee Subsidy and Kindergarten Fee Subsidy Ratio Supplement as all YMCA Victoria early learning services have opted in to the free kinder program. Children eligible to receive Early Start Kinder funding must still be enrolled into this program as it informs service School Readiness funding.
- 11.3 Free kinder Invoicing. For integrated programs (a kinder program delivered as part of long day care program), free kinder will appear as a weekly credit of \$50 on the invoice. This is because our kinder programs run for 40 weeks during the term time, and we spend the total amount of funding (\$2000) into equal payments across the year. Kinder programs do not run during the school holidays, so no credit is applied during these times. As sessional kinder programs only operate for 15 hours per week, all fees for these services are subsidised by the state government.
- 11.4 Child eligibility. All children enrolled in a YMCA Victoria funded kinder program for 15 hours per week or 600 hours per year are eligible for Free Kinder. Children can only receive Free Kinder funding once for their Three-Year-Old Kindergarten year and once for their Four-Year-Old Kindergarten year, and this must only be claimed at one service at a time. Children who are eligible for a second year of kindergarten and where applicable an exemption from school has been completed will be able to receive Free Kinder in their additional year. See the YMCA early learning website for each service's funded kinder days and hours.
- 11.5 Surplus funding. In line with the [Free Kinder: guideline for services](#) In Instances where a child care subsidy is applied alongside free kinder (as part of an integrated model), YMCA Victoria will use any surplus received on Improvement efforts for the funded kindergarten program, such as Improving quality and supporting engagement of families.
- 11.6 Early Start Kindergarten. All children eligible for Early Start Kindergarten must still be enrolled as such. This ensures each eligible child has access to 15 funded hours of kindergarten across Victoria. ESK enrolments also contribute to the amount of School Readiness Funding services will receive.

12. Privacy

We will collect, store, use and disclose your personal information under this Policy in accordance with the YMCA privacy policy which can be found at: <https://victoria.ymca.org.au/privacy-policy>.

YMCA Victoria is committed to ensuring that credit and debit card details are collected, used, stored, transmitted, and disposed of in a secure manner. YMCA Victoria will take all responsible steps to protect the credit and debit card details by the adoption of practices in accordance with best practice recommendations, and the [YMCA Payment \(Credit and Debit\) Card Data Security Policy](#).

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13. Variation

- 13.1 We reserve the right to update this Policy from time to time.
- 13.2 We will provide you with written notice where there have been any updates to this Policy at least thirty (30) days before the updates are due to take effect.
- 13.3 Subject to clause 6, if you are not agreeable to any updates to this Policy you may unenroll your Child with no penalty.

14. Notices

- 14.1 Any notices that are to be sent to us under this Policy must be sent via email to: cp.support@ymca.org.au.
- 14.2 Any notices that are to be sent to you under this Policy will be sent via email and/or text message to the email address and/or mobile number that you provided when enrolling your Child.
- 14.3 If your email address, or any other contact details change it is your responsibility to notify us of this change in writing. We will accept no liability for losses caused by notices being sent to out-of-date contact details.
- 14.4 Notices will be deemed to be received on the day they are sent unless the sender receives a notification that the text or email has not been delivered.
- 14.5 Each service will provide a minimum of 14 days notification of fee changes or the way fees are collected, according to Regulation 172 (2) of the Education and Care Services Regulations 2011.

15. General

- 15.1 This Policy is governed by the laws of Victoria, Australia and both parties submit to the exclusive jurisdiction of the courts of Victoria.
- 15.2 Any provision of this Policy which is invalid or unenforceable is to be read down, if possible, so as to be valid and enforceable and, if that is not possible, the provision will be severed to the extent of the invalidity or unenforceability without affecting the remaining provisions.
- 15.3 No provision of this Policy is to be construed adversely to a party solely on the ground that the party was reasonable for the preparation of this Policy or the preparation or proposal of that provision.
- 15.4 In this Policy unless expressed otherwise:

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- (a) the singular includes the plural and the plural includes the singular;
- (b) a reference to a document (including this Policy) includes all amendments or supplements to, or replacements or novations of, that document;
- (c) a reference to time of day is a reference to the time in Melbourne, Australia
- (d) if an event must occur or be performed on or by a specified day and it occurs or is performed after 5:30pm on that day, it is taken to have occurred or been done on the next day; and
- (e) a reference to '\$', 'A\$', 'AUD', 'dollars' or 'Dollars' is a reference to the lawful currency of the Commonwealth of Australia.

3. Children’s Programs Customer Service Team Responsibilities:

- Submit account holders CCS information to Centrelink
- Apply any state government ‘free kinder’ subsidies to the accounts of any children enrolled in a three or four-year-old funded kindergarten program
- Connect confirmed enrolled accounts to Centrelink for CCS payment
- Generate a statement of fees for a period of 6 weeks inclusive of charges for the upcoming fortnight period and email to account holders at the start of each fortnight
- Process all debits for outstanding amounts and new fortnight charges to the account on the Thursday after the statement is first issued
- Review any Child Care Management system anomalies and rectify data as required
- If a direct debit dishonour occurs, the Children’s Programs Customer Service Team are notified one business day after credit card dishonours and two business days after the bank account dishonours. Families will be notified of the dishonour within 2 business days
- If a payment dishonours, a second attempt will be made to debit the account within a reasonable timeframe. If the second debit also dishonours and the Children’s Programs Customer Service Team are unable to contact the account holder for immediate payment, the account will be forwarded to our Credit Control Agency immediately.
- The Children’s Programs Customer Service Team will notify the relevant Centre Managers of suspended accounts
- When an account is paid in full through the credit control agency a \$100 reinstatement fee will be applied to the account. This must be paid before the account holder can reinstate their booking.

5. LEGISLATIVE AND INDUSTRY REQUIREMENTS

- Family Assistance Legislation Amendments (Jobs for Families Package) Act 2017
- A New Tax System (Family Assistance) (Administration) Act 1999
- A New Tax System (Family Assistance) Act 1999
- Child Care Subsidy Minister’s Rules 2017

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- Child Care Subsidy Secretary Rules 2017
- Child Care Subsidy (What Constitutes a Session of Care) Determination 2018
- Child Care Subsidy (Transition of Approved Services) Determination 2018
- Family Assistance (Immunisation and Vaccination) (Education) Determination 2018
- Family Assistance (Public Interest Certificate Guidelines) (Education) Determination 2018
- Education and Care Services National Law Act 2010 and Regulations 2011
- Children’s Services Act 1996 (Occasional Care Services Vic only)
- Children’s Services Regulations 2011 (Occasional Care Services Vic only)
- National Quality Framework
- Privacy Act 1988

6. DEFINITIONS

Account	The families account with YMCA Victoria for the purpose of payments for education and care services
Additional Child Care Subsidy (ACCS)	<p>The Additional Child Care Subsidy (ACCS) is a top-up payment in addition to the Child Care Subsidy (CCS) and, except for the ACCS (transitioning to work); it will cover all of a child’s child care fees in most cases. ACCS includes four elements:</p> <p>ACCS (child wellbeing) – for families who require practical help to support their children’s safety and wellbeing</p> <p>ACCS (grandparent) – for grandparents who are primary carers of their grandchildren</p> <p>ACCS (temporary financial hardship) – for families experiencing temporary financial hardship</p> <p>ACCS (transition to work) – for families transitioning from income support to work</p> <p>The Additional Child Care Subsidy (ACCS) is a top-up payment in addition to the Child Care Subsidy (CCS) and, except for the ACCS (transitioning to work); it will cover all of a child’s child care fees in most cases. ACCS includes four elements:</p> <p>ACCS (child wellbeing) – for families who require practical help to support their children’s safety and wellbeing</p>
Business Day	A day that is not a weekend or public holiday in the state of Australia in which the relevant Facility is located.
Care	The Children's Program services provided at the Facilities.
Centrelink	The Federal Government body that delivers a range of government payments, subsidies and benefits for members of the community.
Child	A child enrolled to attend Care at a Facility.
Child Care Management System	Australian database IT software system administered by Child Care Management System specialising in the Child Care industry

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Child Care Subsidy	The subsidy provided by the Federal Government and administered through Centrelink and MyGov.
Child Care Subsidy Enrolment Agreement	The agreement which forms part of the online enrolment process.
Children's Program	means any YMCA services that operate under the Education and Care Services National Law Act 2010 (Vic) or the Children's Services Regulations 2020 (Vic) including: a) before and after school care; b) holiday programs; c) early learning centres; d) kindergartens; e) creche; and f) limited hours' services.
Direct Debit Form	means the form as detailed here: https://enrol.childrensservices.ymca.org.au/payment .
Dishonour Fee	means the fee charged by our direct debit provider when a direct debit dishonours as detailed here: https://childrensprogram.ymca.org.au/enrolment-hub/payment-process-fees .
Early Start Kinder	Early Start Kindergarten (ESK) is a state government program that provides up to 15 hours of free or low cost kinder per week to eligible three-year-old children within funded kinder programs. To be eligible, a child must turn three by 30 April in the year they start kindergarten and meet one of the following criteria: <ul style="list-style-type: none"> · be from a refugee or asylum seeker background · identify as Aboriginal or Torres Strait Islander · has had contact with Child Protection
Facility	means any location at which Children's Programs take place and Facilities has an equivalent meaning.

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Family Assistance Law	Family Assistance Law is a broad term that encompasses the following legislation: <ul style="list-style-type: none"> • A New Tax System (Family Assistance) Act 1999 • A New Tax System (Family Assistance) (Administration) Act 1999 • Child Care Subsidy Minister’s Rules 2017 (Minister’s Rules) <ul style="list-style-type: none"> • Child Care Subsidy Secretary’s Rules 2017 (Secretary’s Rules) • Any other instruments (including regulations) made under the A New Tax System (Family Assistance) Act 1999 and the A New Tax System (Family Assistance) (Administration) Act 1999 • Schedules 5 and 6 to the A New Tax System (Family Assistance and Related Measures) Act 2000
Fees	are the costs payable per session of Care which can be accessed on the website of the relevant Facility.
My Family Lounge	means the online enrolment system that we use to manage bookings located at https://childrensprogramms.ymca.org.au/sign-in .
MyGov	means the online portal where members of the public access government programs such as Centrelink.
Nominated Supervisor	As the person with responsibility for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of legal responsibilities under the Education and Care Services National Law and Regulations
Person or persons responsible for the day-to-day operation of the service	These are persons nominated by a person with management or control of the provider to be responsible for day-to-day operation of the service.
Person with Management or Control	A person who has the responsibility, alone or with others, for managing the delivery of the education and care service.
Policy	means this payments policy.
Reinstatement Fee	means the costs that we incur in recovering the Outstanding Amounts from you through pursuing formal legal action (including indemnity costs) and/or involving a credit control agency.
Statement	has the meaning set out in clause 2.2.
we, us or our	means the YMCA.
YMCA	means the relevant entity providing the Care, being The Young Men's Christian Association of Victoria Inc A0026728G or any related entities including Victorian YMCA Youth and Community Services Inc A0046043N.
YMCA Open Doors Program	means the program as detailed here: https://victoria.ymca.org.au/support-the-y/ymca-open-doors .

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Parent Policy: N/A	Policy Responsibility: Children's Programs	Document Status: Approved

you	means the parent or guardian responsible for a Child enrolled in Care.
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7. ROLES AND RESPONSIBILITIES

Department / Role	
Managers and Supervisors	<p>Ensure the YMCA Victoria Payment of fees and provision of a statement of fees procedure is implemented in their workplace.</p> <p>Management will ensure that upon enrolment families 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 procedure.</p> <p>Ensure the YMCA Victoria Payment of Fees and Provision of a Statement of Fees Procedure is implemented in their workplace.</p> <p>Ensure all YMCA Personnel, including the Nominated Supervisor, receive relevant procedure induction and training.</p> <p>Ensure all YMCA Personnel understand and can access the procedure, and other related policies and procedures, and comply with them at all times.</p>
Account Holder	Account Holders must ensure that they fulfil their fee payment obligations and provide their banking details prior to their child starting care as required.
Children’s Programs General Manager	<p>Is responsible for ensuring suitable resources and support systems to enable compliance with this procedure.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the procedure.</p>
Policy Procedure Group (PPG)	Approve the procedure

8. QUALITY ASSURANCE ACTIVITIES

The Payment of Fees and Provision of a Statement of Fees Procedure will be reviewed every two years or as required based on legislative changes.

The ongoing monitoring and compliance to this procedure will be overseen by Area/Service Managers by way of spot checks and internal audits overseen by the General Manager of Children’s Programs on an annual basis. In addition to this, each service will complete an annual self-assessment across this procedure and accompanying policy.

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For services operating under the Education and Care Services National Regulations 2011 and Victorian Children’s Services Regulations 2009; The National Quality Framework Assessment and Rating process, and Service Approval conditions, will also assist in the external audit and monitoring of the procedure, by Authorised Officers of the Department of Education and Training.

The evaluation of the procedure will be facilitated by the procedure owner, using stakeholder feedback to drive continuous improvement and reflect service users’ comments where practical.

9. SUPPORTING DOCUMENTS

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [Children's Services Act 1996](#)
- [Children's Services Regulations 2020](#)
- [Privacy Act 1988](#)
- [Privacy Regulations 2001](#)
- [Payment Card Industry Data Security Standards](#)
- [Family Assistance Office Family Information](#)
- [Immunisation and Health Check Requirements for Family Tax Benefit](#)
- [Australian Government Immunisation Requirements](#)
- [Social Services Legislation Amendment \(No Jab, No Pay\) Act 2015](#)
- [A New Tax System \(Family Assistance\) Act 1999](#)
- [Family Assistance Legislation Amendment](#)
- [Child Care Legislation](#)
- [Australian Government Child Care Provider Handbook](#)
- [YNet Policy and Procedure Library](#) including;
 - Customer Information Privacy Policy
 - Enrolment and Orientation Policy and Procedure
 - Payment (Credit and Debit) Card Data Security Policy
 - Document control and records management procedure
 - Selection and Recruitment Policy and Procedure
 - Assurance Procedure

10. APPROVAL AND REVIEW

Meeting Approved:	EGM
Meeting Approval Date:	26/10/2023
Policy Review Date:	26/10/2026
Policy Owner:	Quality, Transformation and Regulatory Compliance Manager
Contact Details:	Lucy.stabb@ymca.org.au

Amendments

Version	Date	Author	Change Description
V1	10.1.12	Kate Phillips	Draft Policy

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V2	19.4.12	Kate Phillips	General content and structure updated to better reflect policy intent and legal obligations Policy area broken down to incl. relevant sections for easier reference
V3	20.4.12	Kate Phillips	Section 6 and 7 reviewed in line with Governance Secretariat Feedback Added additional support documents link
V4	10.6.12	Kate Phillips	Updated section 3 with feedback from Policy Focus Group and Administration Specialist.
V5	14.10.12	Kate Phillips	Final edit, links update.
V6	1.10.15	Rachael Dobson	Removed some content in Section 3 to create Provision and Payment of Fees in Children's Services Procedure. Updated Section 3.2 to include reference to Payment Card Data Security Policy. Updated scope to include Occasional Care/Crèche. Updated the Monitoring and Review process to be an annual policy self-assessment conducted by the service. Updated links to supporting documents.
V7	13.11.15	Alix MacInnes	Approved by OLT 27.10.2015 Updated approval details.
V8	11.09.2018	Sarah Marshall	Removed YMCA Victoria from the title of the policy. References to Child Care Benefit and Child Care rebate have been replaced with Child Care Subsidy throughout the document due to the changes to the funding scheme by the Government. Updated section 3, clause 3.2 and 3.4 based on sector feedback. Clause 3.5 added to policy to reference the No Job, No Pay legislation. Definitions have been updated to include Child Care Subsidy. Updated links to supporting documents.
V9	20.09.2018	Sarah Marshall	Approved by PPG 19.09.2018 – minor formatting adjustments completed from meeting feedback.
V10	27.05.2020	Emily Moody	Updated debiting process to accounts being debited 2 weeks in advance. Accounts suspended after first dishonoured payment until payment is made. Accounts will be sent to a credit control agency if a third consecutive dishonour occurs and full payment is not made immediately. New YMCA Services CCS section added to include requirements around paying fees. ACCS section added to outline families requirement to pay full fees if not yet approved for ACCS
V11	31.08.2023	HWLE	HWLE reviewed and rewrote policy Merged policy and procedure into just policy Provided statement and debiting examples Legal action added Enrolment information added Additional definitions provided Booking and casual days added Pursuing unpaid fees explained in further detail Kinder funding added

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