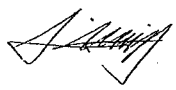
 <p>YMCA We build strong PEOPLE strong FAMILIES strong COMMUNITIES</p>	Management Area: CHILDRENS SERVICES	Pages: [06] Version No: [02] Date: [01/12/2009]
	Sub section (if applicable):	Signed: 
Policy Title: FEES		Author: CHILDCARE TASKFORCE

1. Scope

- 1.1. Staff, management, families & children

2. Policy Statement

The YMCA aims to provide a quality service that is affordable. Fee levels will be set by Management each year on completion of an annual budget and according to the centre's required income.

3. Related Policies & Procedures/Guidance Notes

- 3.1. Financial Management Policy

4. Responsibilities & Delegations


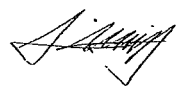
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
4.2. The childcare staff & management are responsible for the implementation of this policy.
4.3. The families and children are responsible for the support of this policy.

5. Considerations

- 5.1. National Standards
5.2. Q&A principles
5.3. Child Care Management System (CCMS)

6. Records Maintenance

- 6.1. This policy is to be reviewed annually.

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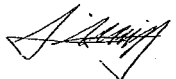
PROCEDURES

SETTING FEES

- Fees are to be set on an annual basis by management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.
- Fees will be reviewed each term based on attendance and the centre's ability to meet the running costs. Parents will be given at least 2 weeks written notice of any changes in the fees.

Fee Payment

- Fees can be paid weekly, fortnightly, monthly or by the term but must be kept up to date and paid two weeks in advance for the period of time chosen, i.e. week, fortnight, month or term. Parents will need to notify staff of their payment preference, in order to keep track of overdue fees.
- An extra charge of \$2 per session should be paid for on the day of casual and emergency care.
- Fees are to be paid for the days the child is booked into the centre, including times when the child is absent due to illness or holidays and for public holidays. This includes booked casual days if they are cancelled within 24hrs of care required.
- Fees must be paid in full until CCB approval is received by the Centre. Upon receipt of the CCB approval letter from FAO, the difference will be credited to the family's account.
- Childcare Benefit can be claimed for up to 30 days absences per financial year for each session booked (i.e. morning, afternoon or vacation care). These absences include sickness without a doctor's certificate, annual leave and occasional absences.
- Absences due to sickness with a doctor's certificate are not included in the number of Allowable Absences and continue to be eligible for Childcare Benefit. Medical certificates must be produced within seven (7) days. A refund, of fees paid, is allowable at the Centre Manager's discretion for children with extreme illness, hospitalisation etc.
- For all absences exceeding 30 days, the full fee portion must be paid.
- Two weeks prior notice in writing must be given to the Co-ordinator for any changes to the days of care or cancellation of care. If no notice is given fees are to be paid.
- A dated receipt will be provided for each payment.
- All records will be kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information given in writing upon request.

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Parents will be given a Statement that outlines the amount they are required to pay. Individual centres need to notify parents of the frequency of these statements, i.e. weekly, fortnightly, etc.

Vacation Care Fees

Vacation care program fees are required to be paid in full at the time of enrolment for the entire program. Refunds are only available if the YMCA of Sydney cancels the program. A \$10 administration charge must be paid for swapping days and returned cheque will incur current bank charges.

Definitions:

CCB is paid in certain circumstances when a family is charged for care that their child does not attend. The circumstances are categorized into two groups:

- Allowable absence days
- Approved absence days.


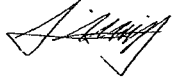
Allowable absence days

- Can be taken for any reason (provided the day being claimed as an absence is a day on which care would have otherwise been provided).
- Allowable absence days cannot be claimed before a child has commenced care or after a child has left care.
- Allowable absence days are referred to as permitted absence days in the family assistance law.
- If a child is absent and the family is not charged, then the absence is not counted as an allowable absence for the child and CCB is not payable.
- It is the Centre's responsibility not to allow more than 30 allowable absence days per financial year for each child.
- When a child takes an allowable absence day, the Centre must provide the child's family with a written statement of the number of allowable absence days taken by the child. The information may be written or printed on the receipts issued.

Approved absence days

CCB is also payable for absences taken for the following reasons:

- Illness (with a medical certificate) – as described above.
- Non-immunisation
- Rostered days off
- Temporary closure of a school or pupil-free days
- Public holidays

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- Periods of local emergency
- Shared care arrangements due to a court order, consent order or parenting order. Where the shared care arrangements are different on weekly basis individual accounts will be developed and considered casual bookings.

If an absence day is taken, the Centre must record the type of approved absence on the attendance record.

PARENT ENTITLEMENTS FOR FEE ASSISTANCE.

Most centres are approved to offer Child Care Benefit (CCB) to eligible families. This benefit is paid to the centre unless otherwise instructed by the parent. The instruction in the Handbook provided by the Department of Family and Community Services should be followed. It is the parent's responsibility to apply for relevant assistance. Families cannot be offered CCB until assessments are completed and the relevant paper work is received at the Centre.

The Co-ordinator will ensure that all necessary forms are available and notices posted to inform parents of availability of CCB.

All documentation pertaining to CCB should be kept for the specified time and made available to Commonwealth Departmental Officers on request.

FINANCIAL DIFFICULTIES IN PAYMENT OF FEES

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Co-ordinator, who will discuss the situation with the manager, and thereafter, make suitable arrangements for payment of fees with the parents.

If no previous arrangements have been made regarding overdue fees the centre will:


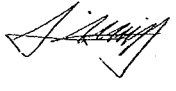
OVERDUE FEES

After 1 week overdue:

Verbal communication to inform parent of the overdue fees, along with a statement indicating balance owing.

After 2 weeks overdue:

Write a letter reminding them to discuss any problems they may be having in paying fees with the Co-ordinator and informing them that their child's place may be cancelled if suitable arrangements cannot be made within the next week to pay the fees.

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After 3 weeks overdue:

The Co-ordinator to personally approach the parent and make an appointment to discuss the problem and identify the possible cancellation of their child's place, if no arrangements can be made.

After 4 weeks overdue:

If no arrangements have been made to pay the fees or the agreement made has not been kept the child's place will be cancelled.

If the above procedures are not effective, details of unpaid fees should be referred to the Management to commence debt recovery procedures.

COLLECTION OF CHILDREN

Any parent who collects their children after 6pm (or after the closing time of the individual centre) will be charged a late fee of \$1 per minute per child. This late fee will be added to the normal fee and is not covered by CCB.

Wherever possible parents should advise the centre when they will be late to collect their child.


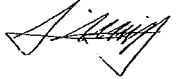
- Special circumstances ie traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees. These will be recorded for frequency of occurrence.
- If a parent continues to collect their child after the closing time of the Centre, the Co-ordinator will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

SEARCH FEE

Any parent who does not require the YMCA to collect their child/ren from school on a particular day, must please notify the YMCA Centre before 2.30 pm. Failure to do so will incur a \$5.00 fee. This fee will be added to your weekly fee.

7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009

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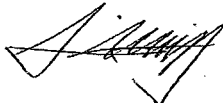
I endorse the Fees Policy.

Name: *Maryann Rupnik*
Childrens Services Program Manager

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*
Group Manager

Signature: 

Date: 7 December 2009



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

11 December 2009

Family contact
Address 1
Address 2

RE: FEE REMINDER

Dear Family Contact

It has come to the attention of Management that your fees are behind. Attached is a copy of your statement explaining the payment required. Please note that this payment is for fees due to the end of insert date.

It is YMCA policy that all fee's be paid 2 weeks in advance. You are reminded that you agreed to these terms when enrolling your child/ren into the Campbelltown Service. (Please review your Parent Handbook for our Fee Policy).

If you have made a payment prior to receiving this letter please disregard. Should you wish to discuss this matter further you can speak with insert co ordinator name (co ordinator) or myself at any time.

Yours sincerely

Mary-Ann Rupnik
Manager
Campbelltown City YMCA

Ph/Fax: 9618 3480 Mob: [REDACTED]
Email: [REDACTED]
www.sydney.ymca.org.au/campbelltown

We build strong people, strong families, strong communities



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

11 December 2009

Family contact
Address 1
Address 2

RE: OUTSTANDING FEE'S

Dear Family Contact,

It has come to the attention of Management that your fees are behind to the value of \$00.00. Attached is a copy of your statement explaining the payment required. Please note that this payment is for fees due to the end of insert date.

It is YMCA policy that all fee's be paid 2 weeks in advance. You are reminded that you agreed to these terms when enrolling your child/ren into the Campbelltown Service. (Sight your Parent Handbook for Fee Policy). You have been sent a letter regarding your outstanding fee's and staff have discussed this issue with. Unfortunately there has been no payment made since insert date. Your account is not overdue.

It is with regret that I must inform you that due to the above outstanding fee's your position at the Campbelltown City YMCA will no longer be available to you and your child/ren if the account is not brought up to date immediately.

We urgently need to discuss this matter with you. If I do not hear from you in the next few days, service will be cancelled as of insert date and this matter will be handed over to our legal department.

Should you wish to discuss this matter further you can speak with insert co ordinator name (co ordinator) or myself at any time.

Yours sincerely

Mary-Ann Rupnik
Manager
Campbelltown City YMCA

Ph/Fax: 9618 3480 Mob: [REDACTED]
Email: [REDACTED]
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Email: admin.campbelltown@ymca.org.au Web: www.sydney.ymca.org.au/campbelltown



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

11 December 2009

Family contact
Address 1
Address 2

RE: OUTSTANDING FEE'S – SERVICE CANCELLATION

Dear Family Contact,

It is with regret that I must inform you that due to outstanding fee's of \$00.00, your position at the Campbelltown City YMCA is no longer available to you and your child/ren as your account has not been brought up to date as discussed in previous correspondence.

It is YMCA policy that all fee's be paid 2 weeks in advance. You are reminded that you agreed to these terms when enrolling your child/ren into the Campbelltown Service. (Sight your Parent Handbook for Fee Policy). The Manager has the authority to suspend the childcare service until all overdue fees are paid.

In previous correspondence you have been requested to pay. This is the third letter sent to you and no payments have been received.

Service is cancelled as of Monday insert date and this matter will be handed to our legal department. I can be contacted on 0412 103 370 during office hours should you wish to discuss this matter further. You can also discuss this with insert co ordinators name on insert centre number.

Yours sincerely

Mary-Ann Rupnik
Manager
Campbelltown City YMCA

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