

# Y Canberra Region ELC Fee Policy

## Introduction

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

## Objective

To support families by providing information regarding their CCS entitlements.  
To ensure The Y Canberra Region provides a sustainable and financially viable service to the ACT community.

## Policy

### QikKids:

The Y Canberra Region 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 If your notice expires, is withdrawn or cancelled full fees must be paid until a new assessment is issued to the Service via the CCS system.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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R015	Children Services Executive Manager	Internal	Dec 2020	Dec 2020	APPROVED

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

Applications for the fourth element included in the ACCS (Child Wellbeing) need to be made direct to The Y Canberra Region ACCS. Child Wellbeing is for families requiring practical help to support their child's safety and wellbeing by offering the family support to access to early childhood education and child care and by helping the family to make contact with the state and territory support agencies that are best placed to assist the family in their particular circumstances.

#### Fee structure:

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

To support families to optimise the CCS they can access, 2 sessions are available to choose from.

- Full day 11-hours 7.00am to 6.00pm
- 10-hour session

#### 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 Wednesday
- Any casual booking fees will be deducted within the fortnight after attendance.
- The only method of payment available for families is Direct Debit. A limit may be set on your Direct Debit account; this however must cover the full charge of your fortnightly booking not including the estimation of any Child Care Subsidy payment. 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 Y Canberra Region 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 Customer Care Team 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.
- If a Direct Debit payment fails, an email will be made 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.

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**Notice of Fees:**

- 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 Y Canberra Region 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 Y Canberra Region maintains the right to deny entry outside of a child’s booked session times if entry will contravene ratios.

**Scope**

This Policy relates to The Y Canberra Region Children’s Services - Early Learning Centres

**Roles and Responsibilities**

Department/Area	Role/Responsibility
Management	<ul style="list-style-type: none"> <li>• Management will ensure that upon enrolment families understand their financial responsibilities and all processes and expectations are communicated effectively.</li> <li>• 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.</li> </ul>
Families	<ul style="list-style-type: none"> <li>• Families must ensure that they provide their direct debit details on the QikKids portal prior to their child starting care.</li> <li>• Families must ensure that their fees are paid two weeks in advance.</li> </ul>

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## 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
- The Y Canberra Region Early Learning Centres Family Handbook, (2014)

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