

Y Canberra Region OSHC Fee Policy

Introduction

The Y Canberra Region 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.

Objective

To support families by providing information regarding their CCS entitlements.
To ensure that 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 If your notice expires, is withdrawn or cancelled full fees must be paid until a new assessment is issued to the Service via the CCS system.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.

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Ref #	Owner	Internal/External	Approved	Last Amended	Status
R014	Children Services Executive Manager	Internal	Dec 2020	Dec 2020	APPROVED

Additional Child Care Subsidy

The Additional Child Care Subsidy (ACCS) is designed to apply in special circumstances. 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 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 will conduct a fee structure review twice per financial year in January and June. Please contact the Children's Services office to obtain the current fee structure.

Payment of Fees

- 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. All payments need to be finalised by midday on Friday for the following 2 weeks' care.
- 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.

Public holidays or designated ACT or NSW Govt. pupil free days will not be charged (unless a vacation care program is held on these days.) The Y Canberra Region is closed for 1 week over the Christmas period. No fees will be charged for this week.

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- If at any stage you have financial difficulties, please speak to the Children’s Service Customer Care 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 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.
- Vacation Care fees will be required to be paid on issue of invoice or two weeks prior to care commencing. If a late booking is made for vacation care, payment must be made immediately. This will ensure the accuracy of your account.
- In the event that the Y Canberra Region cancels the program, fees will not be charged for the day/s of closure. Instances where this may occur include when the Government closes a school on a code red fire day or where a school is unavoidably closed for unforeseen reasons such as flood damage.

Notice periods

- If a family wishes to change their schedule or cease care with the centre, two week’s written notice must be provided to the Customer Care Team.
- 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 service maintains the right to cancel care for any child/children without notice if parents/guardians fail to comply with the Y Canberra Region policies and procedures.

Additional fees

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

Scope

This Policy relates to Y Canberra Region Children Services- Outside School Hours Care

Roles And Responsibilities

Department/Area	Role/Responsibility
Management	<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 policy.</p>

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Families	<p>Families must ensure that they provide their banking details on the Hubworks! portal prior to their child starting care.</p> <p>Families must ensure that their fees are paid two weeks in advance.</p>
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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 –DEEWR, 2010 2013-2014
- Y Canberra Region Early Learning Centres Family Handbook, (2014)

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