
	Management Area: Children's Services	Version No: 5.0 Pages: 4
	Category of Procedure: Operational	Approval Date: 27/07/2023 Procedure Approver: Head of Children's Services
Procedure Title: Payment of Fees and Provision of a Statement of Fees Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

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1. Purpose

The YMCA is a not-for-profit organisation. The operation of our 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 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

The scope of this procedure applies to all Board members, Sub Committee members, educators, and volunteers. This procedure 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 procedure.

3. Procedures

Fee and Account information

Permanent and casual attendance fees are available at the site and on our website at all times.


Any other fees, for example casual fee, late pick up fee, hat fee will be clearly communicated in the Family Handbook, website or other appropriate communication that is clearly visible to the customer.

Enrolment

1. All families will be required to complete the online enrolment form and provide their payment information as part of the enrolment process for Children's Services session. The YMCAs preferred fee payment method will be conducted by direct debit.
2. Families payments will follow a default setting of weekly on a Thursday, to start on the first week of care. If they wish to modify this, they can do so by completing the details on the enrolment form.

Provision of Statement

1. An ongoing statement of accounts will be available on the Xplor Home app. This statement will show all bookings made within the system.
2. Families are responsible for ensuring all contact details are up to date and that they review the statement on a regular basis.
3. Child Care subsidy payments will be estimated through the Xplor CCMS software program once families have accepted YMCA as their service provider on MyGov.

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Payment of Fees

1. All fees are charged and paid one week in advance including Vacation Care.
2. Families will be given two weeks advanced notice in writing by the YMCA regarding fee increases. Fee increases may occur in line with the financial year, dependent on contractual obligations.

Dishonour Fees and Debt Collection

YMCA South Australia understands that some families may be experiencing genuine financial hardship and may have difficulty in meeting their obligations in paying the fees.


1. When a family has a dishonoured payment, they will be contacted directly by Debit Success via email/SMS. A dishonour fee may be charged by the bank or Debit Success.
2. If payment is not received within 7 days after first attempt, or the family has not made contact with the Support Team, they will contact the family to inform them of the failed payment, confirm bank details and request the family get in touch with the Support team ASAP. Care will not be provided for your child until arrangements are made to bring the account up to date.
3. The family are required to make full payment within 7 days from the date the notice is sent. If payment is not received after this time and no contact is made from the family, they will be contacted by the Children's Services Support Team by phone.
4. With unsuccessful phone calls and / or the debt is still unpaid after (Step 3), a Final Notice will be sent.
5. If no payment or contact is made within 14 days of the Final Notice being sent YMCA will refer the account to a Debt Collection Agency. In the case where legal action is forced to commence to recover the outstanding amount, all additional costs associated with this process will be the family's financial responsibility.

Financial Hardship

1. The YMCA will take into consideration families who are eligible for payment plans and will be supportive wherever possible if a family is undergoing financial hardship.
2. If an unwillingness, not an inability to pay, is demonstrated by a family in regard to payment of fees, Management reserves the right to contact either internal or external debt collection parties. Refusal to the service may be executed by the YMCA in extreme circumstances.

Cancellation / Absent Days (OSHC/ Vac care/ pupil free day services)

1. Cancellation of OSHC services (BSC, ASC and Pupil Free Day) – 48 hours prior to the session to avoid fee charges.
2. Cancellation of Vacation Care -2 weeks prior to the session to avoid fee charges
3. If a medical certificate is supplied, fees will be waived.

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Cancellation, Change of bookings & Holiday Discount (ELC services)

1. Families may be eligible for a holiday discount rate of 25% when the below requirements are met:
 - Account must be up to date (1 week in advance) as per this fee procedure
 - 2 weeks' notice is provided in writing (via the xplor app OR email)
2. Cancellation of care- must provide two weeks written notice or pay full fees in lieu of this notice (Centrelink will remove childcare subsidies back to the child's last attended day, this includes if they do not attend on the last day of care) .
3. If you wish to reduce days or swap permanent bookings, 2 weeks' notice is required (Changing permanent bookings earlier, may be at the centre director's discretion if rosters and bookings allow)

Holiday bookings will be deducted from the 42 allowable absent days provided by Centrelink.

Should a child use more than 42 absent days per financial year (as set by Centrelink), full fees will be charged without the relevant documented evidence being provided to the ELC (e.g - medical certificate) and CCS will not be paid - resulting in full fees being payable.

4. Key Relevant Documents


- YMCAs of Australia Payment of Fees and Provision of a Statement of Fees Policy
- Child Care Provider Handbook - Australian Government Department of Education <https://www.education.gov.au/child-care-package/child-care-provider-handbook>
- Family Assistance Office Family Information

5. Monitoring Evaluation and Review

This procedure will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

6. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	25/06/2019	Updated procedures.		
3.0	21/09/2022	Updated CCMS software name Changed fee increase from 4 to 2 weeks. Updated supporting documents link. Updated version history table. Updated document name. Updated procedures.		

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4.0	27/07/2023	Updated and reviewed.	27/08/2023	July 2025
5.0	26/05/2025	Updated scope. Added cancellation section.	26/05/2025	May 2027