

Y Whittlesea

Payment of Fees Policy

1. Purpose

Y Whittlesea is a not-for-profit organisation. The financial operation of our Early Years services relies on the timely and accurate collection of fees from families. This policy outlines our approach to:

- Meeting legal obligations under Federal laws, including the Family Assistance Law
- Ensuring the financial viability and sustainability of our services
- Providing families with clear, consistent, and accessible fee information
- Supporting equitable access through financial support pathways where eligible

2. Scope

This policy applies to all Y Whittlesea Early Years services, including long day care, sessional kindergarten, and school holiday programs. It is relevant to all families using our services, and all employees responsible for financial administration.

3. Policy Statement

Y Whittlesea is committed to:

- Transparent and timely fee communications, including statements and changes to fees
- Ensuring families are aware of their obligations at enrolment and throughout their time with us
- Using secure and consistent payment systems, primarily Debit Success direct debit
- Supporting families experiencing financial hardship through Open Doors or other tailored arrangements
- Maintaining compliance with Family Assistance Law, Child Care Subsidy (CCS) requirements, and Department of Education funding conditions (e.g., KFS and ESK)

4. Responsibilities

Approved Providers / Nominated Supervisors will:

- Ensure the Payment of fees and provision of a statement of fees policy is implemented .
- Ensure that upon enrolment families understand their financial responsibilities and all processes and expectations are communicated effectively.
- 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.

Families will:

- Families must ensure that they fulfil their fee payment obligations.
- Provide their banking details for relevant debits (if applicable) prior to their child starting care as required.
- Communicate if there needs to be a payment plan set up to support them.

5. Related policies, procedures and resources:

- Payment of Fees Procedure
- Enrolment and Orientation

6. Legislative and Industry Requirements: [Link here](#) to Legislative Compliance Register

7. Consequences of breaching this policy: All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

8. Policy owner: The GM Early Years is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.

9. **Document Control:** Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate Y People.

Version:	Description of Amendment	Amended by	Date	Release Date
3.0	Reviewed	M Rowse	15/7/25	July 25
2.0	Procedure reviewed and updated. Policy has been taken out and will standalone. Has just become the procedure to support the policy. Child care subsidy information has been added.	Geny Zambello	1/5/2019	July 19
1.0	Policy reviewed from 2014 (checked 2017) policy and recreated and updated	Taryn Nelson	29/11/2012	Jan 2013