

ABOUT YMCA NSW FEE ASSISTANCE

YMCA NSW is committed to overcoming disadvantage and making healthy lifestyles more accessible. Our Fee Assistance program makes fitness a more affordable option for people on low incomes or who are experiencing financial difficulty, by subsidising entry into the services provided by us.

Applications for Fee Assistance will be assessed by a central panel against set criteria. All successful applicants will have a review date at which time financial capacity and circumstances will be reassessed and program outcomes reviewed.

GENERAL RULES

- Fee Assistance membership is **valid for six months** from the date of issue and is **subsidised at a rate of 75 per cent, 50 per cent or 25 per cent** depending on individual circumstances.
- Fee Assistance may be made available again upon completion of the six months at a lesser rate, subject to a review. It is available a maximum of three times per person.
- Fee Assistance membership can be used in group settings only and not for one-on-one programs like personal training, competitive gymnastics and swimming squads.
- Payment is by direct debit only.

For more detailed information refer to the Terms & Conditions on the back of this form.

HOW TO SUBMIT AN APPLICATION**STEP 1:**

Complete this application form and email it with supporting documentation to **Fee.Assistance@ymcansw.org.au**. Applications without supporting documents will not be considered.

**STEP 2:**

Applications will be reviewed by a panel and applicants notified of the outcome of their assessment by email.

If you require more information about Fee Assistance or need help to complete your application, please speak with your local Centre Manager.

1. APPLICANT CONTACT DETAILS

Name: _____ **D.O.B:** / /

Address: _____ **Postcode:** _____

Contact number: _____

Email: _____

Parent / Guardian name *(if under 18 years of age):* _____ **Relationship:** _____

Gender: _____ **Prefer not to say**

Are you of Aboriginal and/or Torres Strait Islander origin? **Y** **N**

2. REFEREE INFORMATION *(only to be completed if being referred by an agency/organisation)*

Agency Name or Individual Role / Occupation: _____

Name of Referee or Agency Contact: _____

Relationship to applicant: _____

Address: _____ **Postcode:** _____

Contact Number: _____

3. CENTRE AND PROGRAM

YMCA NSW Centre Location: _____

Program you are requesting Fee Assistance for:

Fitness (specify class) Gymnastics (specify class) Swimming (specify class)

4. SUPPORTING DOCUMENTS

As part of your application we request that you submit the following documents:

Copy of a valid Commonwealth Concession Card, Healthcare, Pensioner Card or Seniors Card (both sides)*

Photo I.D. showing current residential address (e.g. Driver License)

***A recent tax return or payslip can be supplied in lieu of this.**

5. DIRECT DEBIT AUTHORISATION

SECTION A: Payment Method *(please select one method only)*

Credit / Debit Card			
Card Type	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<i>(we do not accept American Express)</i>
Name on Card			
Card Number			
Expiry Date		CVC (3-digit number on the back of card)	
Bank Account			
Financial Institution			
Name on Account			
BSB (6 Digits)		Account No.	

SECTION B: Authority

I understand the Fee Assistance membership will continue as specified in this agreement until I give YMCA NSW relevant written notice, two (2) weeks in advance, as outlined in the Terms and Conditions, of the intent to cancel membership and the direct debit agreement.

Account or Card Signatory	Second Account or Card Signatory <i>(if required)</i>
Full Name	Full Name
Signature	Signature
Date	Date

6. AGREEMENT

I hereby certify that the information herein is a true and accurate reflection of my personal circumstances. I agree to regularly and actively participate in the program to maximise the benefit afforded to me and to cover the proportionate cost of membership / program fees nominated above. As a YMCA NSW program or Centre member I also agree to adhere to all of the regular conditions of entry and participation that apply to the relevant program or facility to which I am associated.

I have read and agree to the YMCA NSW Fee Assistance Terms and Conditions overleaf and understand that these Terms and Conditions apply to this contract.

I agree to allow YMCA NSW to anonymously use the story of my Fee Assistance membership and its impact on my personal situation to promote awareness of the Fee Assistance program. **Y** **N**

Applicant or Guardian's Signature: _____ **Date:** / /

Please email your completed application to Fee.Assistance@ymcansw.org.au

OFFICE USE ONLY

Received by: _____ Date: / / Time: _____

Supporting Documents Received: _____

FEE ASSISTANCE PROGRAM TERMS & CONDITIONS

General Definition

- In this application and associating terms and conditions, reference to 'us', 'we' or 'our' means Young Men's Christian Association of Sydney (ABN 28 067 150 010) trading as YMCA NSW.
- We understand that fee payment may be difficult for some families due to a low family income or unexpected financial hardship. We have a genuine desire to help those families by subsidising entry into the services provided by us.
- In this application and associating terms and conditions, reference to 'you' or 'your' means the Fee Assistance Program Applicant.
- All the terms and conditions set out below are applicable to the Fee Assistance Program Applicant.
- Low income is defined by household size (number of adults and children) and earnings (before tax and other deductions). The Income Band by Household Size may change from time to time by the NSW Government - Family and Community Services. Further information about household income can be found via facs.nsw.gov.au

General Rules

- Fee Assistance Program only covers 75%, 50% or 25% of the total membership or program fee which provides a sliding fee scale designed to fit different financial situations.
- Fee Assistance Program is only valid for 6 months from the date of issue.
- The Fee Assistance Program may be extended upon completion of 6 months, subject to a central review of the benefits of the program. The benefits include wellbeing of participant physically, mentally and/or socially using pre and post measurements.
- The review date must be scheduled at the time of commencement. After the review, the Fee Assistance Program may be offered to the individual again but at a decreased level of support.
- Fee Assistance Program is available for a maximum of 3 times. Table below outlines the Time Frame and Support level provided as part of the Program.

Time Frame	Support Level (Maximum Availability)
Commencement of Application (Months 1 - 6)	75% Fee Assistance
Review by YMCA NSW	
Months 7 - 13	50% Fee Assistance
Review by YMCA NSW	
Months 14 - 20	25% Fee Assistance
Review by YMCA NSW	
Month 20 onwards	No further Fee Assistance - Full paying

- Fee Assistance Program is only available in group setting and not for programs involving one on one between a staff and customer or competitive programs including gymnastics and squads.
- Participants who are experiencing financial hardship and have completed the Brightside program with good attendance record may be given priority when processing the Fee Assistance Application.

Registration

- We will determine whether you are eligible for Fee Assistance Program.
- We reserve the right to accept or deny your application in our absolute discretion. We will notify you of our decision and provide reasons for that decision.
- You must provide all supporting documents along with your completed Application Form. Some examples are valid Commonwealth Health Care Card, Pensioner Concession Card, Seniors Health Card, most recent Tax Return for all adults in the household or most recent payslip for all working adults in the household.
- Application Form must be completed by the individual seeking support or a responsible person (i.e. carer/guardian).
- Nomination Form must be completed by a referral agency to verify the applicant's financial status and/or benefits from participating in a YMCA NSW program or service.

Cancellation & Termination

- Failure to comply with the terms and conditions set out in this document may terminate your application. We will notify you in writing prior to terminating your application.
- You are required to notify us in writing of any changes in your circumstances that may impact your application.
- You may terminate this Application by giving us 7 days' prior notice of such termination for any reason whatsoever.
- On cancellation or termination of this Application, unless expressly provided otherwise, all rights, benefits and authorisations granted by each party to the other will cease.

Variations to the Program

- Unless otherwise prevented by law, we may alter or vary the terms and conditions of the Fee Assistance Program. We will notify you 30 days prior to any changes.
- We reserve the rights to change all or part of this Program at our discretion. We will notify you 30 days prior to any changes.
- We may change the programs or services provided by us from time to time. We will notify you 30 days prior to any changes made.
- You may terminate your Application if you are not satisfied with the changes mentioned above. You may terminate your application by giving us 7 days' prior notice in writing.

Payment of Fees and Direct Debit

All new bookings/enrolments are made by Direct Debit only. Direct debit can be made from a bank account or credit card, and will occur fortnightly. Payments are made two (2) weeks in advance, in line with the YMCA NSW Direct Debit billing cycle. If a scheduled payment day falls on a public holiday, we will debit your account on the next business day. Depending on your bank, payments may take up to five (5) business days to be processed. Upon completing the Direct Debit Agreement Form the authorised person is agreeing to pay the agreed fees at the agreed payment frequency until the service is formally cancelled.

We may increase the fees associated with the activities offered at our services. We will make every reasonable effort to notify our clients about any fee increase. Completion of the Direct Debit Agreement Form authorises YMCA NSW to increase any debited amount from the nominal account or credit card.

All information relating to the authorised person's financial institutions remains confidential, except where required for the purposes of conducting

Direct Debit with the financial institution, or in connection with claims made to YMCA NSW regarding an alleged incorrect debit.

The authorised person is responsible for:

1. Ensuring the nominal account is set up to accept Direct Debit. Please check with the financial institution where the account is held.
2. Ensuring there is enough money in the nominated account on the Direct Debit due date and up to five (5) business days following.

If the nominal account does not allow a payment e.g. when the account has insufficient funds or you are over your credit limit, we will require you to pay the fee by EFTPOS or credit card. Charges may apply for rejected payments.

Cancellation of Direct Debit Agreement

All memberships are perpetual (ongoing) and the direct debit payments will continue until written notice of cancellation is submitted by the authorised person. Two (2) weeks' notice is required to cease a membership and the direct debit agreement.

Change of Details

We will use your email as the primary channel of communication. It is the authorised person's responsibility to notify the YMCA NSW of any changes to your agreement including contact details, bank accounts or credit card details.

Collection of Information

We collect personal information of our staff and clients, including participants in our programs, parents and visitors to our facilities. When we receive personal information about you, we will handle it in accordance with the Privacy Act and the APPs. We only collect personal information if it is reasonably necessary for one or more of our functions or activities.

We will give you the option of remaining anonymous or using a pseudonym in your dealings with us, provided that it is lawful or practical to do so.

Privacy and Confidentiality

YMCA NSW is committed to the responsible collection, handling, storage, disclosure and destruction of personal information, as specified in the Privacy Act 1988 (Privacy Act). We (YMCA NSW) respect the privacy of our clients, staff, partners and the wider community. YMCA NSW commits that:

- any personal information collected is professionally managed in accordance with the Privacy Act 1988, the Australian Privacy Principles (APPs) and all relevant state legislations;
- all staff use appropriate processes and procedures in their day to day duties to protect the privacy of individuals; and
- a data breach is managed according to the Privacy Amendment (Notifiable Data Breaches) Act 2017.

This policy clearly outlines the requirements for YMCA NSW to fulfil our commitment to privacy and confidentiality. YMCA NSW will ensure full compliance to the Australian Privacy Principles (APP), as detailed in section 14 of the Privacy Act.

This policy applies to YMCA NSW (Young Men's Christian Association of Sydney) and its controlled entities including YMCA of Sydney Youth and Community Services (YCS).

This policy may be accessed by any person who has dealings with the YMCA NSW, including clients, staff, partners and the wider community.

The full version of YMCA NSW Privacy Policy is available via ymcansw.org.au/privacypolicy