

AIMY PLUS FREQUENTLY ASKED QUESTIONS

What is Aimy Plus?

YMCA Auckland has recently purchase new software designed specifically for childcare and holiday programmes. This software is call Aimy Plus and provides the following benefits:

- Online bookings: Takes bookings online and gives parents and caregivers flexibility to make bookings in your own time. Bookings can also be paid online through Aimy Plus.
- Automated invoices: Invoicing happens effortlessly and payments are processed quickly and easily.
- Digital roll call: Attendance features are seamless and provide extensive safety and visibility.
- Bookings: You can now book and pay for your child's Childcare online making it quicker and easier to interact with YMCA. You'll also be able to view your bookings online.

You can use the system to book and pay for our Holiday Programmes. You can also book into Before and/or After School Care if that is available at your facility.

Why is Aimy Plus being introduced?

Aimy Plus will provide YMCA Auckland, Hamilton and Tauranga sites with additional benefits to enable us to provide better customer service. It will speed up the administrative tasks for staff, enabling us to focus more on doing what we do best – caring for your children.

What you need to do?

Firstly, [click here](#) to set up an account for your family. We have new terms and conditions that you will need to agree to. There are changes to these so we strongly recommend you read over them thoroughly.

Once that's done, you can make your booking online for the Term 2 School Holiday Programmes and for Term 3 Before and After School care.

When setting up your account, please try to include as much information about yourself and your family which will assist us to provide the best care for them.

If I have booked my child in previously, do I still need to create an account?

Yes. As it is a new system, you will need to register yourself and your family. You will only need to register once. After that's done, it's easy to book into Holiday Programmes and Before and After School Care.

What are the changes to the terms and conditions/agreements?

We have updated our terms and conditions to better reflect our duty of care. Key changes to be aware of are:

- Bookings will be invoiced on Thursday two weeks before your child's attendance at our programme and payment is due on the Thursday the week before.
- Parents/caregivers are liable for late fees at a rate of \$2 per minute for collecting their children after the booking time.
- Repeat occurrences of not contacting the centre 2 hours prior to the start of the programme will incur an additional charge of \$20 per absence.
- Aimy Plus provides us the ability to take photos, upload them and to tag your child so that you can see what's been happening during the day. On your parent dashboard, you will only see photo's that your child has been tagged in. Images taken will only be used on the Aimy Plus Parent Portal and will not be used in our printed and online publicity.

How do I pay?

Holiday Programmes: You can book and pay online with Aimy Plus. Alternatively, you can pop into the centre and pay by EFTPOS or Cash.

Before and After School care:

- Paying for the full term - book and pay online with credit card with Aimy Plus.
- Paying by Automatic Payment – book online and we'll invoice you every fortnight on a Thursday. You will need to **update our bank account details to on your automatic payment.** Ask your local centre for these details.

Do I have to do all bookings and payments online – or can I book in the Centre and pay by EFTPOS?

If possible, we would encourage you to use Aimy Plus for all bookings, as this keeps a good track on all of your transactions. If you are unable to use Aimy Plus, you can come into the Centre and we can register you. You can then continue to pay via bank transfer/automatic payment or by Credit Card or EFTPOS at the Centre.

What if I am a Work and Income customer? What do I need to know?

Holiday Programmes can only be booked and paid for in full online. As a WINZ customer, you'll need to visit our Centre to book your child into a Holiday Programme so we can manage your payments.

If you are booking into Before or After School Care, you can do this online as you will be invoiced for the fees weekly. You will need to come to the centre with the OSCAR subsidy forms for us to complete the details required to be submitted to work and income.

What if I need help with Aimy Plus or have questions?

While we are confident Aimy Plus is easy to use, we are more than happy to help you if you are having any problems signing up to Aimy Plus or you have any questions. Please either call your local centre or pop into see us.