



Procedures for Fees Policy

FEES IN ARREARS

If there are any problems with payments, please discuss this matter with the Nominated Supervisor. Additional Childcare Subsidy may be granted to families experiencing hardship. Whilst we try and help whenever possible, we cannot carry debts.

The Nominated Supervisor will begin the overdue fee process for families who are more than two weeks in arrears. The process is as follows:

Step 1. A courtesy reminder via phone (followed by letter), letter or email will be made to the account holder advising that they have unpaid fees that are due for payment immediately. MCEEC will advise that payment of these outstanding fees should be finalised by the account holder within 7 days from the date of the letter or email.

If the account holder is unable to meet the expected payment date they should contact the Nominated Supervisor to negotiate and agree a payment plan with the account holder. The agreed plan will be confirmed with the account holder in writing.

Where an account holder does not make an agreed payment within the agreed or advised timelines the collection process will proceed to the next step.

Step 2. If the outstanding amount has not been finalised within 7 days period a second reminder, in writing, will be sent to the account holder via email and/or letter. The second letter will advise the amount outstanding and the final date for payment. Where payment in full is not received by the advised date the debt collection process will proceed to the final stage of collection.

Step 3. This is the final request for payment. A final request for payment will be made in writing and be sent via email or letter requesting immediate payment of amounts in arrears. The letter will advise that failure to pay by the due date will result in their offer of childcare by MCEEC being withdrawn and effective from the first day of care after the due date.

Step 4. Where an account remains unpaid after the final demand a letter will be sent to the account holder advising them that their offer of care has been withdrawn effective immediately. After 14 days the outstanding account will be forwarded to a Debt Recovery organisation for finalisation.

Special Circumstances:- Where an account holder advises at any stage of the process that they are unable to pay their account due to financial hardship, the entire process is revised to the following:- confirmation of the conversation with the account holder is confirmed in writing and the process proceeds directly to Step 4.

This process is exercised at the discretion of centre management. Each case will be assessed on an individual basis

If, after the above procedure has been followed, amounts that remain outstanding along with parent contact details may be forwarded to our debt recovery organisation for finalisation.

