



Procedures for Fees Policy

FEES IN ARREARS

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

The Business Manager 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 Business Manager 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 The letter will advise that failure to pay by the due date will result in their offer of childcare by MCEEC being withdrawn and effective from the first day of care after the due date.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after the final demand a letter will be sent to the account holder advising them that their offer of care has been withdrawn effective immediately.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.

BUY & SELL

MCEEC has a system that has been designed to offer parents a little more flexibility with their child care. If parents have planned holidays away from the Centre, there is an option to complete a Buy & Sell Request Form (available from the sign in desk in the foyer). The form asks for the name of the children attending the Centre and the dates they will be away from the Centre. Parents need to sign the form and place it in our Fee box. We require a minimum of **two weeks' notice** to sell any days. The Nominated Supervisor/ Business Manager will do their best to marry up any requests to sell these days. The system works in reverse if parents wish to pick up extra days for any reason.

We are happy to offer this system to assist parents, but unfortunately there are no guarantees those days will be available to buy or that they will be sold. There are also some conditions that parents need to be aware of:

1. The only way days can be sold or bought is through this system. Parents are not permitted to swap days amongst themselves as we need to be aware of children's enrolled days and numbers in rooms for licensing reasons.
2. If you have requested a day be sold but then changed your mind, you will need to complete another form to action this. This alleviates the problem of more than one child attending the Centre for one enrolled position – again effecting licensing conditions.
3. In the event that parents are wishing to sell more than 30 days' worth of attendance days, we can post a note on our Community Noticeboard in the foyer. This is because being away from the service for more than 30 days will affect family's Child Care Benefit. Selling these days can assist with this issue.
4. We can assure families that all efforts are made to process the buying and selling of days and contact in person or by phone will be made if we need to confirm dates and check on any changes.
5. The buying and selling of days are only for planned leave. Buying and selling does not operate for sick days, or occasional absences.

Last Reviewed: February 2016

Next Review: February 2017