



Nature Alliance Family Day Care Service

Non-Payment of Fees Policy



THE POLICY IN THIS SECTION IS REQUIRED BY

National Quality Standards for Early Childhood Education and Care and School Age Care (2018)
Standards: 7.1;7.1.2; 7.1.3, Regulation 197; 206; 220

PURPOSE: Nature Alliance Family Day Care Service aims to comply with the Child Care Subsidy obligations outlined under Family Assistance and National Law to prevent parents from receiving Government rebates for childcare when their portion of fees has not been paid.

SCOPE: This Policy applies to families using the service.

DEFINITION: For parents to gain a clear understanding of the fee structure and ensuring children's fees are paid on time and that there are consequences for failure to pay their portion of fees on time.

PRINCIPLES: Our Service is approved to administer Child Care Subsidy on behalf of eligible families. We take compliance with the law seriously and aim to meet the required conditions for continued approval to administer childcare funding. Payment of the parent portion of the fees are included under this law.

POLICY:

Nature Alliance Family Day Care Service and Educators will have clear instructions of how payments will be made in their handbook or their Fee Schedule which parents will have a copy.

PROCEDURE:

- Educators will invoice parents for their portion of the fees.
- If fees are not paid, and the parent is unwilling to enter into a payment plan to catch up, the Educator will notify Nature Alliance of the situation.
- Nature Alliance will enter into discussion with the Educator about the amount owed, the termination of care for the child and the process to recover monies owed.
- Last day absences will be charged at full fee rate and the amendment to invoices will be required and sent to the parent.
- Educators will send the first letter – Outstanding Fees Reminder to the parent and a copy to Nature Alliance Family Day Care.
- If the parent fails to respond and the payment is not made, a second letter will be sent to the parent and a copy to Nature Alliance Family Day Care.
- If the parent fails to respond by the specified date, a final letter of demand will be sent by the Educator and a copy to Nature Alliance Family Day Care.
- Nature Alliance will send the Service Letter of Demand to the parent in support of the Educators request for payment.
- If payment is received or a payment plan entered into, the Educator must advise Nature Alliance Family Day Care Service of the progress.
- If the parent fails to respond, the educator can engage the services of a Debt Collection Agency or start proceedings through the court system to recover the funds.
- If the Educator fails to recover the funds, all records can be used as evidence of the bad debt for taxation purposes.

Date Reviewed:	September 2019	NA-POL-0034	Version No.: 1	Page No.	Page 1 of 2
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SOURCE:

Australian Children’s Education & Care Quality Authority. (2014).
Compliance

<https://www.education.gov.au/compliance>

General guidance for suitability under the Family Assistance Law

https://docs.education.gov.au/system/files/doc/other/6._changes_to_fal_from_10_october_2016_-_general_guidance_suitability_criteria_under_fal.pdf

Supporting Document:

Template: Outstanding Fees – First Reminder

Template: Outstanding Fees – Second Reminder

Template: Final Letter of Demand

Template: Nature Alliance Letter of Demand.