



BAD DEBT

The Service understands that sometimes families have difficulty paying OSHC/ Vacation care fees, for a number of reasons. Open communication is encouraged at all times and confidentiality will be maintained.

Procedure:

- After three weeks of non-payment and if no arrangements to pay have been made, or if arrangements made are not kept, the childcare place will be cancelled with written notification to the parents/caregiver (see exclusion policy)
- If the amount is under \$100.00 it will be written off as a bad debt. *See fee policy*
- If the unpaid amount is deemed to be high by the Director the account will be forwarded to a debt collection agency and they will act as our agent for collecting unpaid fees – the parent/**caregiver** will then be liable for debt collection fees. They will need to agree to this on the enrolment form.
- If it is determined that fee recovery is unachievable or not economical, the case will be taken to the Governing Council to be written off as a bad debt, and no future bookings will be taken from the family whilst the amount is outstanding
- When fees are paid in full, the child may be re-enrolled, but advance fee payment will be requested.
- Special family circumstances will be taken into consideration by the Director and OSHC Management Committee throughout these processes.

Policy reviewed	Previous modifications	Next review date
2021	Dot point 2 Add If the amount is under \$100.00	August 2022
2021	Dot point 3 Add If the amount is over \$100.00 Add Caregiver	
2021	Dot point 6 Add Director and OSHC Committee Management Committee	