

# ACCOUNT MANAGEMENT

## – PROCESS STEPS FOR FAMILIES

QUALITY AREA 7 | VERSION 1

### PURPOSE

The process listed below provides a clear set of steps and guidelines for Families attending Preschool, Kindergarten or Long Day Care.

If fees are not paid by the due date, the following steps will be taken:

#### Step 1 –

An initial reminder letter will be sent to parents/guardians with a specified payment date and will include information on a range of support options available for the family.

#### Step 2 –

Where payment is still not received, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.

#### Step 3 –

Failure to attend the meeting and continued non-payment may result in a second and final letter notifying parents/guardians that the child's place at the service may be withdrawn unless payment is made or a payment plan is entered into within a specified period of time. This letter will also include information on a range of support options available for the family.

#### Step 4 –

The Service will continue to offer support and will reserve the right to employ the services of a debt collector.

#### Step 5 –

If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with 14 days' notice in writing.

#### Step 6 –

No further Enrolments of Children from the Parents/Guardians will be accepted until all outstanding fees have been paid.