



## BAD DEBT POLICY

Fees at The Queen Elizabeth Hospital Community Child Care Centre are billed weekly in arrears.

Initially, the Centre requires a bond of four weeks' worth of fees which can be negotiated with the Director upon enrolment or upon receiving the first bill, whichever is appropriate.

The Centre requires each family to continue to keep their current bill within two weeks of the billing period.

Please note that **4 weeks' notice** is required for any temporary or permanent changes to your child's bookings, e.g. changes to days or when your child has their last day at the centre. It is family's responsibility to ensure that they complete the green 'change of permanent booking form' and return it to the centre. Four weeks notice will commence once we have received the form.

If at any time a family is in need of special consideration with payments of bills, please consult with the Director and work out a payment plan or agreed date of "catch up".

The Child Care place/places may need to be withdrawn, if this is the case a regular payment history will need to be demonstrated before the child is able to return to Child Care.

**If the payment scheme is not progressing as agreed, the Director will ask for payment in writing once, and then the matter will be handed over to our Debt Collection Agency. (Regulation 168 pg 177) For more information please visit [Education and Care Services National regulations 2011](#)**