

FINANCEAL HARDSHIPS

POLICY

PAYMENT DIFFICULTIES – HARDSHIP PROVISION

Building Futures Care prides itself on supporting both Educators and Families. It is Building Futures viewpoint that families who face hardships should be given every reasonable possibility to work through their circumstances with the coordination unit. Building Futures Care believes that it is best practice to work with families to resolve hardships in an effort to maintain continuity of care for children as well as retain enrolments. Parents should seek an interview with the Coordinators as soon as a situation occurs which will affect their capacity to meet their bill. Hardship provisions may be available for assisting parents with their obligations. ACCS is available to assist parents to financially access childcare. In other circumstances payment plans, a review of usage or some other means may assist parents. Where parents are unable to meet their childcare gap fee in an on-going situation, or are irresponsible in their payments, the children's enrolments may be reduced, suspended or cancelled at the discretion of the coordination unit.

PROCEDURE

Parents will be contacted after one failed transaction. Parents will be liable for any dishonour fee associated with declined direct debits transactions. Parents will be notified of the declined transaction and be asked to make payment via EFT as soon as possible. At this time parents will also be given the opportunity to speak with the coordinators about any hardships that they may be facing that may affect their ability to meet future payments. If Parents Fail to respond to the communication children's enrolments may be reduced, suspended or cancelled at the discretion of the coordination unit.

RELEVANT LAWS, SOURCES AND OTHER PROVISIONS

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Family Assistance Law 1999

Privacy Act 1988

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