

Child Care Fees Overdue Procedures

Section 1 - Overview

(1) The University recognises that families may experience financial difficulties during the period of their child's enrolment and are encouraged to discuss any difficulty that may impact on their timely payment of fees. These Procedures outline the steps the University will undertake when an account becomes overdue.

Section 2 - Scope

(2) These Procedures apply to staff of the University's childcare service, UNE Life , and the University's Finance (AFBT).

Section 3 - Procedures

Overdue accounts

(3) In accordance with the [Child Care Fees Rule](#) the University reserves the right to cancel a child's enrolment where fees are overdue and steps below have not resulted in the respective account being brought out of arrears. The parent/carer will be given all opportunity to bring their account current and are encouraged to contact the Finance Directorate to discuss any difficulties in making payments. If an account remains in arrears, the University reserves the right to cancel a child's enrolment and will provide the relevant parent/carer 48hrs notice of this action..

Steps	Overdue	Action	Responsible party
1	Dishonoured Direct Debit	Where a dishonoured direct debit occurs, parents/carers will be notified electronically by the direct debit service provider. Contact with the parent/carer will be made by the Finance, and a retry of the direct debit will be made within 24hrs of the notification.	Finance
2	Second Dishonoured Direct Debit	After consultation and direction from the OIC and Nominated Supervisor (Yarm Gwanga) and the nominated Approved Provider representative, formal written contact will be made with the parent/carer requesting immediate payment of the outstanding balance. Financial Services will consult with the OIC and Nominated Supervisor (Yarm Gwanga) and the nominated Approved Provider representative in regards to the standard wording to be given to families in the formal written contact.	Finance
3	Cancellation of Enrolment	After further consultation and direction from the OIC and Nominated Supervisor (Yarm Gwanga) and the nominated Approved Provider representative a parent/carer will be given official notice of a cancellation of enrolment. Finance will consult with the OIC and Nominated Supervisor (Yarm Gwanga) and the nominated Approved Provider representative in regards to the standard wording to be given to families in the official notice of cancellation. On cancellation, the deposit provided by the parent/carer at enrolment will be forfeited to cover any outstanding fees. Where the relevant parent/carer is a UNE student, any further outstanding fees will be included as an encumbrance on their UNE student financial account.	Finance

(4) A family may approach the Director of the service and advise the Director if they are experiencing financial

hardship. The Director can discuss with the family if their circumstances meet the requirements for additional Child Care Subsidy entitlements. The director will advise Finance if changes are to occur to a families fees.

Authority and Compliance

(5) The Procedure Administrator, Director UNE Life, pursuant to the University's [Child Care Fees Rule](#), makes these Procedures.

(6) All UNE Representatives must observe these Procedures in relation to University matters.

(7) The Procedure operates as and from the Effective Date.

Status and Details

Status	Current
Effective Date	3rd July 2018
Review Date	3rd July 2019
Approval Authority	Director UNE Life
Approval Date	7th May 2018
Expiry Date	To Be Advised
Unit Head	Leah Cook Director UNE Residential System
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Glossary Terms and Definitions

"UNE Representative" - Means a University employee (casual, fixed term and permanent), contractor, agent, appointee, UNE Council member, adjunct, visiting academic and any other person engaged by the University to undertake some activity for or on behalf of the University. It includes corporations and other bodies falling into one or more of these categories.

"Effective Date" - means the Rule/Policy takes effect on the day on which it is published, or such later day as may be specified in the policy document.