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		2 being issued the following week. This letter will remind parent/guardian/staff of the			
increased debt and further consequences if payment is not received.					
If parent/guardian/staff is still not responding to the previous debt letters a debt final					
reminder letter will be sent. This letter will advise of debt outstanding,		reminder letter will be sent. This letter will advise of debt outstanding,			

	Policy Name	DEBT POLICY			Policy Version	V.3	
	Owner Fishbowl Service Support Pty Ltd						
	Policy published	blished September 2022 Last review date September 2024 Next review date September 2025					
:h	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				vithout notice		



- consequences that may ensue and a date to finalise payment and can be accompanied with a **debt payment agreement letter** in order to give parent/guardian/staff an opportunity to pay on a payment plan.
- If there is no further response from this letter or attempts to clear account, care may be cancelled, and all outstanding debt will be forwarded on to services debt collection agency if applicable.
- Nominated supervisor will be happy to work with parent/guardian/ staff who may be experiencing difficulty or issues, and it is important that parent/guardian/staff contact nominated supervisor who may be able to work on a *debt payment agreement plan* in order to clear debt and avoid loss of care.
- The payment plan should run for 6-8 weeks depending on the amount owing. Example: Gap amount each week then divide amount owing by 6 -8 weeks and add the two together to provide payment plan amount Example parent/guardian/staff owes \$600 dollars divided by 6 = \$100 per week Gap fee is \$50 Payment plan amount is \$150 per week. This way gap is continually paid, and debt will be paid off resulting in NIL DEBT.
- If parent/guardian/staff breaches the payment agreement plan this may result in cancellation of care and all outstanding debt will be sent to the services debt collector if applicable.
- If a parent/ guardian/staff has been on a payment plan and the debt accrues again the process commences at debt final reminder stage and a payment plan is immediate or full payment will be requested.
- In the event that a parent/guardian/staff is refusing to pay or is avoiding contacting nominated supervisor then the child's enrolment will be ended. Parent/guardian/staff will be informed of this face to face preferably and if not via email/phone/ text/ online portal. At least 2 of these mediums should be chosen to avoid parent/guardian/staff missing one.
- Parent/guardian/staff will be advised of the last date of attendance, a statement of entitlement will be sent, and parent/ guardian/staff will be given a final opportunity to pay outstanding amount.
- In the event that no attempt is made to pay, nominated supervisor will send this accrued debt onto the debt collection agency of the service if applicable.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff and volunteers follow the policy and procedures.
- Ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they
 have time to read and understand policies and procedures and seek further
 information if unsure.
- Ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Ensure the policy is kept up to date with current legislation, research and best practice.

The Nominated Supervisor

- Will follow the process and procedure of this policy and the debt procedure, no special circumstances should be negotiated with families as the approved provider and the family have a commitment to Family Assistance Law to ensure that the gap fee is paid.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Ensure they take reasonable steps to ensure that the educators, staff and volunteers follow the policy and procedures.

Policy Name	DEBT POLICY			Policy Version	V.3	
Owner	Fishbowl Service Support Pty Ltd					
Policy published	September 2022 Last review date September 2024 Next review date September 2025					
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- Ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Ensure the policy is kept up to date with current legislation, research and best practice.
- Conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.

Educators

- Ensure that any issues regarding their account are discussed with the nominated supervisor and admin person and not discussed with staff.
- Ensure funds are available to meet the fee gap amount each week.
- Be aware that failure to pay account repeatedly, despite attempts to support you, may result in cancellation of care and all accrued debt will be sent to services debt collection agency.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure.
- Ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.
- Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service.
- Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will provide feedback regarding policy review when required.

Families

- We expect that families are familiar with this policy and adhere to the procedures relating to the policy.
- Ensure that any issues regarding their account are discussed with the nominated supervisor and admin person and not discussed with staff and other families.
- Ensure funds are available to meet the fee gap amount each week.
- Be aware of their commitment to Family Assistance Law to pay their gap fee.
- Be aware that failure to pay account repeatedly, despite attempts to support the family, may result in cancellation of care and all accrued debt will be sent to services debt collection agency.

REGULATION IMPLEMENTATION

The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.

In regard to regulation 170-Policies and procedures to be followed.

Approved Provider will

- Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process.
- Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies.
- Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure.
- Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.

In regard to Regulation 171-

Service Support Within Reach

Approved Provider will

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Policies and procedures to be	 Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process.
kept available.	 Ensure policies will be available on request for all staff members to have access
	when required.
	 Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge.
	 Ensure policies will be available for all stakeholders when requested and when
	updating.
In regard to	Approved Provider will
Regulation 172- Notification of	 Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to
change to policies or	policy and procedure.
procedures	 Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure.
	 Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback.
	 Ensure feedback will be considered from stakeholders and educators and may result
	in a change in policy.
	 Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators.
	 Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
KEY TERMS	 Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY	Australian Children's Education & Care Quality Authority. ACECQA
ACKNOWLEDGE THE	
FOLLOWING	 Education and Care Services National Regulations.
SOURCES	 Education and Care Services National Law Act 2010
222.1220	Family Assistance law
	Guide to the Education and Care Services National Law and the Education and
	Care Services National Regulations.
	Guide to the National Quality Framework.
	National Quality Standard.
	 United Convention on the Rights of the Child
	Since Some and Fugine of the Office

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