



# Payment of Fees Policy PP11V01

*Effective date of Policy: December 2020*

*Date of next review: December 2021*

## Be Heard Philosophy

As part of our mission, we aim to provide a quality service and care program to all families. To maintain this quality, we need to ensure that the payment of fees is made on time and the collection process is efficient.

**AIM:** To ensure families fully understand fee payment procedures and requirements and pay their fees on time.

### 1. Responsibility

- Management
- Families

### 2. Implementation

#### PRINCIPLES

Be Heard's approach to equal access to all families is based on the principles of equity and inclusion. Be Heard aims to provide a quality care program to families. Be Heard fees will be reflective of the service and will be set according to the services required. The setting and payment of fees takes into account all requirements of the Care Services. All records held at Be Heard will be maintained in accordance with Confidentiality and Privacy Policy. Be Heard understands the importance of maintaining accurate fee statements and providing clear information to families on the payment of fee payment processes. Be Heard has a Fee Payment Schedule which is provided upon intake at the service and at any time an amendment is made to either the fees or processes. Where any discrepancies exist between this policy and a service Fee Payment Schedule the Fee Payment Schedule will override any such discrepancies.

#### FEES AND PAYMENTS OF ACCOUNTS

Be Heard management will determine the required fee level to meet budgets and provide high quality care. All fees will be fully explained to families during intake or initial consultation. Families will be provided a minimum of 14 days written notice of any fee increase and a new Fee Schedule is provided to all current families.

The fee will be charged to all families with invoices being sent out fortnightly on a Monday and payments due in full no more than 7 days after this date. If the payment has not been received the invoice will be re-issued with an additional 10% late fee due. Please allow for payment processing times from bank to bank, to avoid doubt a remittance can be sent to Rhyannon. We understand situations occur, and if there is a serious reason as to why a payment cannot be made before the due date please email management as soon as possible with notification and request a maximum of a 1-week extension.

Fees may still be required from some situations when the child does not attend, please refer to the cancellation policy for more information and when this is applicable.

### **OVERDUE FEES**

Families with overdue fees will be encouraged by Be Heard to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. If this is not done or the agreed arrangements are not kept, service delivery may cease, and a 10% additional late fee will be added per each additional week period the fees are not paid.

### **LATE COLLECTION FEES**

A late collection fee will be charged to families for each child not collected from the session by the completion time. The fee charged for the late collection is determined by:

- The service's need to recoup expenses incurred in employee additional wages.
- The need to deter families from making a habit of late collections.
- Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

When a family is continually and regularly arriving late at the session to collect their child, Be Heard will discuss other options with the family.

### **FAMILY OBLIGATIONS**

- Must adhere to Fee and Cancellation policy and procedures and be aware of all late fees and cancellation fees

### **BE HEARD PROCEDURES**

- Will ensure the fee schedule and policy is fully explained to families
- Will ensure families will be given a minimum of 14 days written notice to any fee increase

### 3. Review

Date Reviewed	Modifications	Next Policy Review Date
December 2020	Creation of Policy	December 2021

### IMPORTANT NOTICE AND DISCLAIMER

This is an important notice to all Families, staff, contractors, and other users of this Policy.

1. This Policy has been prepared by Be Heard based on the information available as at the issue date. Be Heard reserves the right to vary this Policy at any time, including to take into account any changes to the legislation and legislative instruments that may apply from time to time.
  
2. While all reasonable care is taken in preparing this Policy, Be Heard does not make any warranty about or accept any responsibility for whether the Policy complies with, accurately interprets or adequately implements all legislation and legislative instruments that may apply from time to time.
  
3. To the greatest extent permitted by law, Be Heard disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented in this Policy.