



THE **JUNCTIONWORKS**[®] Ltd
“Creating new possibilities in people’s lives”

21 November, 2011

Dear Parents,

Re: Introduction of Direct Debit Payment system

I am providing advance notice of a new method of paying invoices that will be introduced during the first term 2012.

As many parents continue to have difficulties with the current invoicing and payment methods and do not keep their invoices paid two weeks in advance, The Junction Works is introducing a direct debit system for all families. Once it is introduced, the direct debit method of payment will be the only method of payment available to families for payment of invoices in future.

Having all families on the one system with fortnightly payments ensures that the service can track families that are falling behind and address the issues before the family's debts to the service become significant.

Families will be provided with a statement of the full terms fees at the commencement of term. Fortnightly invoices will be provided with a date when the direct debit transaction will take place so you can ensure you have sufficient funds in the account to cover the invoice. A further statement of payments made and balances owing will be provided in the 6th week (for the first half of term) and at the end of term. The DEEWR corrections to child care benefit estimates will be corrected on subsequent invoices and will be able to be tracked on the statements.

There will be a \$25 fee for any invoice debits that bounce. Two non-payments of invoice in a row will result in cancellation of the family's enrolment. Cancelled enrolments will not be reinstated until all debts are paid.

Families enrolled for the year, who also use vacation care, will not need to pay for vacation care in advance. They will continue to receive fortnightly invoices as described above. Families who only use vacation care will need to pay for vacation care in advance as per the current system.

Yours Sincerely,

Maria Parkinson
Manager Community Services