



STUDENT FINANCE

TERM 1 2018

DEBTORS

A debtor is a person who has financial responsibility for a student/s. Unless otherwise requested, by default, the debtor is the first listed parent/guardian on the student's enrolment application.

Debtors that have provided a valid email address to the school upon enrolment will receive system generated invoices and statements via email.

In split family situations, where there are two people with financial responsibility, the system has the ability to split invoices according to the identified percentage. This is known as a "debtor split". Please discuss this option with the office team.

PLEASE NOTE:

If you are not currently receiving invoices and statements by email and would like to, please make your request via email to info@talacollss.eq.edu.au

Split Debtor Example:

Student, Joe Brown is going on an excursion that will cost \$25.00. Debtor split details:

- Parent 1: Mary Brown = 50% &
- Parent 2: John Brown = 50%

Both Mary and John will receive an invoice for \$12.50.

PLEASE NOTE:

Due to BPAY processing issues, we request **SPLIT DEBTORS DO NOT USE BPAY**
Please **use BPoint or QParents** as an alternative online payment method.

INVOICES

For all activities requiring payment, a letter is sent home detailing the activity and the associated costs. Our finance system generates invoices for payments to be applied against. There are some occasions (eg. when a deposit is being received) that an invoice will not be generated and the money will be received through what is known as "cash collection".

PLEASE NOTE:

Because invoicing is an automatic process, when invoices are generated, it is for the **total cost** of the activity. If there is a credit (or a deposit) to be applied to this invoice, it is a manual process undertaken by our office team after the invoice is generated. Please respond to your emailed invoice to request a credit on your account be applied to the invoice.

CREDIT NOTES

Credit notes are generated if a refund is requested [see Refund Guidelines P4] or as an automatic process if an **unpaid invoice** is cancelled due to non-attendance.

Example 2:

*An invoice was generated, the invoice **was not paid** and the student didn't attend the activity. A credit note is issued to cancel the unpaid invoice.*

STATEMENTS

It is our aim to send home statements twice a term so that you are aware of any outstanding fees or credit balances on your account.

Understanding your statement:

- If an amount appears with a negative symbol in front of it [eg. -30.00], this amount refers to a credit balance. No payment is required for a credit balance. It may be from a previous overpayment or a refund.
- Please note that credits are not automatically applied to invoices. When you receive an invoice via email, if you wish to use a credit on your account as payment for the invoice, please respond to the invoice email requesting this.
- Credit balances remain on the student's account until parent instruction is received to use them.
- Where an invoice reference appears twice on your statement, this generally relates to a BPAY payment that we have reallocated to apply against the intended invoice

PAYMENT OPTIONS

We have a number of options to assist you in making payments to the school. In order of preference:

1. **Online and Telephone Payments**
 - a. **BPoint Online Payments** – Click on the active link on the bottom left side of your emailed invoice. There is no minimum payment required for BPoint. (more information below).
 - b. **BPoint Telephone Payments** - Via the telephone number listed on the bottom of your invoice (more information below).
 - c. **QParents** – Approved QParents Account Owners can use the QParents App to view outstanding invoices, make payments and view payment history. If you're not an existing approved user, please contact our office to request an invitation email – no minimum payment required for QParents payments.
 - d. **BPAY** - Details are located on the bottom right side of your emailed invoice. Payment can be made via your internet banking. Minimum payment is \$10. (more information below).
2. **Cash/Cheque** – Payments in an envelope clearly marked with your student's name, class and the purpose of the payment can be delivered to the classroom teacher in the mornings and will be forwarded to the office for receipting via the classroom blue bag system.
3. **EFTPOS** – in our administration office
4. **CENTREPAY** – see details below

BPOINT

- **BPoint is our preferred online payment option.** It is an accurate payment method due to the way it links your payment with a specific invoice number.
- *Individual Invoices must be paid separately using BPoint* as the payment is receipted directly against the invoice number.
- BPoint can be accessed in the following ways:
- **BPoint weblink** – located at the bottom left of your invoice/statement. Upon clicking this link, a secure BPOINT payment window opens up and pre-fills all the required information. Enter the amount you are paying and your payment method.
- **BPoint IVR (Interactive Voice Response) - Telephone Payments** - on the bottom of your invoice you will locate the BPOINT IVR telephone number 1300 631 073. This is a secure line for parents/guardians to call and make payments.

BPAY

- Each debtor (person responsible for making payments) has a BPay Reference number that directs payments to the students connected to them. Your BPay reference number is located on the bottom right side of the invoice.
- If you are *making payment for more than one invoice via BPay*, please do not pay them separately. Make ONE payment of the COMBINED total.
- Your BPay Reference number is not invoice specific and therefore payments are applied to outstanding student invoices linked to you.
- Our finance program prioritises payments to be applied against excursion invoices first and then the oldest outstanding invoice.
- **Timing of deposits can vary from bank to bank** - allow 2-3 days for payment to go through - please consider this with regards to cut-off dates for excursions etc.
- Our Accounts Receivable Officer receives a BPAY payment report each day. This report is reviewed to ensure that the payment has been applied against the intended invoice. If this is not the case, then a reallocation is generated.

CENTREPAY

- Centrepay is a free direct bill paying service available to customers who receive a Centrelink payment.
- An automatic deduction is taken from your Centrelink payment and deposited into the school account where it can be applied against outstanding student invoices or remain as a credit balance.
- Deductions can be arranged by:
 - **Centrelink Online Services.** Visit www.centrelink.gov.au for more information about Centrepay or to register for this service or
 - **Complete a Centrepay deduction form** – available from the school office.

Talara Primary College Centrepay Reference Number is **555 091 202C.**

FINANCIAL ASSISTANCE

We understand the financial pressures that families may experience. Please do not hesitate to contact the school as there are payment agreement options available.

REFUND GUIDELINES

At Talara Primary College, we are committed to providing a safe and supportive learning environment for students, staff and volunteers. This commitment includes the health and safety of staff and students when conducting curriculum activities in the school or in other locations.

School excursions and camps enhance a student's learning by providing opportunities for the student to participate in activities, both curriculum-related and recreational, outside the normal school routine. All planned school excursions are approved by the Principal and endorsed by the Parents and Citizens Association.

State schools are able to charge a fee for:

- an educational service including materials and consumables not defined as instruction, administration and facilities for the education of the student,
- an education service purchased from a provider other than the school where the provider charges the school and
- a specialised educational program.

A school fee is directed to the purpose for which it is charged. School fees for extra-curricular activities are calculated on a cost recovery only basis, according to the number of students who have indicated their attendance.

Participation of students in an extra-curricular activity is indicated through payment of the fee and provision of a permission form completed by the parent.

As the school budget cannot meet any shortfalls in funding for an extra-curricular activity, due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees already paid for an extra-curricular activity may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

If a parent wishes to apply for a refund due to their child's non-participation in an extra-curricular activity, they may do so by completing a **Request for Refund form available from the school office within 3 weeks of activity completion**. Where possible, the request should include the receipt relating to the payment for which a refund is being sought.

It is preferred that refunds be made as a credit against the student's account at the school, and used to offset any future charges.

Department of Education and Training policy references:

- Education (General Provisions) Act 2006
- SCM-PR-002: School Excursions
- FNM-PR-019: State Education Fees