

Payments & Invoicing

Purpose

This procedure outlines Cire's processes and requirements for accounts receivables to ensure that monies owed to the School are collected in a timely manner and in accordance with requirements to maintain School cash-flows and minimise bad debt. Receivables are monies owed to the School for school fees or goods or services purchased and/or provided by the School.

Scope

This procedure applies to Invoicing and Fee collection for all School fees and other items charged to Cire students at any of the Cire School campuses.

Procedure

Annual School Invoices:

- In October, when fees have been set for the next year, Finance will setup a new billing schedules of School Fees for the following year in Compass – ie 2024 School Fees – full.
- Throughout October & November, Campus Admins will enrol students into the Billing Schedule – either School Fees – Full or School Fees – Concession.
- In December Finance will run a bulk Billing run which will create the following year invoices and will be posted to Parent portal in Compass.
- From December, parents or Campus Admins can add payment plans into Compass, against the school invoice.

VET Invoicing:

- In October, the VET Coordinator will send Finance the list of VET courses for the following year, with name of course, price, provider etc so that Finance can setup the Billing Schedule.
- Once Finance has setup the Billing Schedule, and the students have confirmed which course they will be enrolling in, the VET Coordinator will enrol the student against a billing schedule directly into Compass.
- In November, Finance will run the Billing Schedules for all VET courses, this will create the VET invoices and post them into the Parent portal in Compass.
- When a payment is taken for VET fees via EFTPOS/Cash, the Campus Admins will send a banking sheet to Finance, and Jo will receipt it ASAP.
- From November, parents or Campus Admins can add payment plans into Compass, against the VET invoices, with all payments due to be finalised by early February the following year.
- If payments are not received in time, the VET Coordinator will follow up the parents for payment, or to cancel them from the course before the cut off dates with the external VET provider.

School Invoices throughout the year:

- If a student enrolls throughout the year, Campus Admins will enter the student into Compass, and then enrol the student against the Billing Schedule.
- Each week, on a Thursday, Finance will run the billing schedule to create the invoice, which will then be posted into Parent portal in Compass.
- Once the invoice has been created a payment plan can be setup against the invoice.

Adhoc invoices such as excursions, camps etc:

- Throughout the year when excursions/camps etc are setup in Compass the Campus Admins will create the invoice through the event.
- Parents/Campus Admins will then be able to setup payments through Compass Pay.

Receipting of payments made through EFTPOS/Cash:

- When a payment is taking for school fees or events such as excursions/camps via EFTPOS/Cash, the Campus Admins will send a banking sheet to Finance.
- Finance will enter the receipt against the invoice in Compass – please note that at the start of each month Finance is busy doing End of Month for the previous month, and the receipting could take up to 1 week to be entered into Compass so please let parents know that it may be a few days before they see the payment appear against their invoice.

Failed Payments in Payment Plans:

- If a payment fails through Compass pay, it will be up to Campus Admins to follow up the family to either make another payment or reset their payment plan.

Payments

Once payment is made against an invoice the Finance Team will allocate the payment in the Finance System against the specific invoice, which will then record a reduced balance owing. Fee payments are allocated by Finance on a weekly basis at a minimum. Families can request a balance at any time by contacting the Finance team at accounts@cire.org.au

Refunds

Where a refund is payable as per the Fee Policy the School Administration team will request the required bank details from the family to pay the refund to. Once the details have been sent to the Finance team the refund will be processed within 7 days.

Outstanding Invoices

Where an invoice remains outstanding past the due date a Statement will be sent to the Family/Student via email by Finance. If the invoice remains outstanding 2 weeks after the Statement has been sent the School Administration Team will contact the Parent/Guardian/Carer via phone to discuss the outstanding amount. If the School Admin team is unable to make contact with the family or does not have any success with discussing payment they will refer the debt back to Finance to follow up. Finance will then also try and make contact with the family via phone or email. If the invoice continues to remain outstanding past 3 months the Finance team may forward the Debt to the external debt collection agency that Cire uses. Families can contact the Campus Principal to discuss if they have any circumstances that would result in non-payment and the Campus Principal would then discuss this with the Finance team.

Payment Plans

Payment plans can be setup via Compass Pay or Direct Debit to spread the cost of the fees over a longer period of time. Payment Plans can be discussed and arranged with either the School Administration Team at the Campus or with Finance. Once a payment plan is put in place each payment instalment will be recorded against the invoice as per normal payment options as above.

Writing off Outstanding Debts

The Campus Principals, in consultation with the Senior Manager – Finance will review on a monthly basis any outstanding fees, and discuss any fees that may need to be written off due to extenuating circumstances. For any fees that are to be written off these would need to be approved by the CEO prior to the invoice being written off in the Finance System.

Organisational Area

Cire Community School

Approved by

The Board

Signature:



Date: November 2023

Operative Date

August 2021

Reviewed: November 2023

Review Date

November 2025