



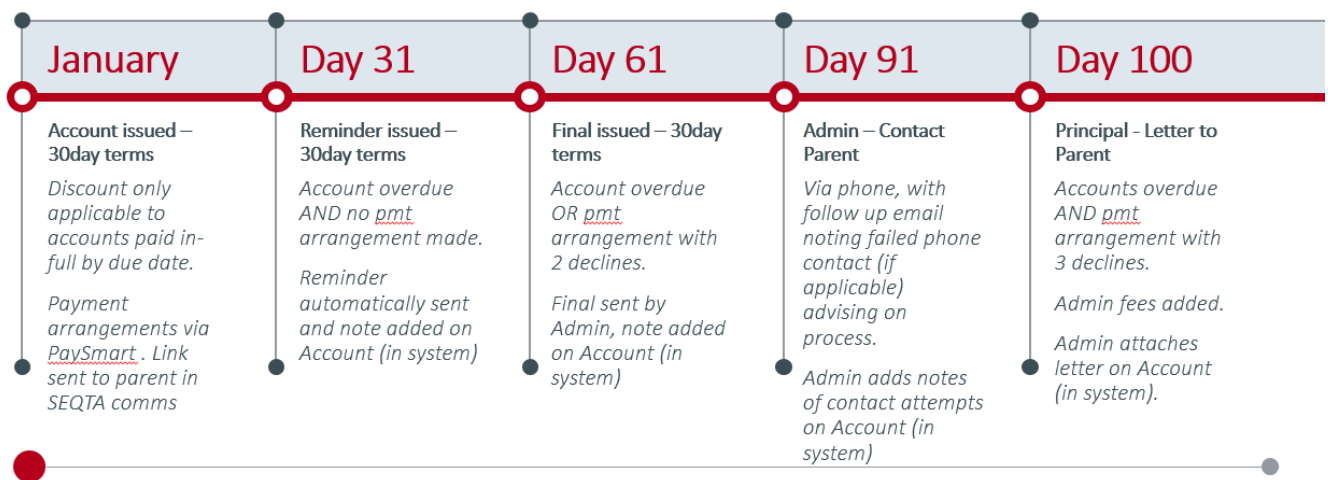
## FEE COLLECTION AND DEBTOR MANAGEMENT POLICY

Version 4	April 2026
Next Review Date	April 2027 or as required
Responsibility	Finance, Audit and Risk Sub Committee (FARSC)
Policy Statement	The Policy sets out high level procedures to ensure the prompt payment of school fees and the collection of any outstanding fees is undertaken in a structured, considerate and transparent process.
Procedure(s)	<p>Annual tuition fees are set each year, recommended by the FARSC to the Board in October [or the latest November] as part of the Annual Budget development process.</p> <p>Board approved fees are communicated to the school community in early November each year via SEQTA.</p> <p>All tuition and school fees are issued in the <i>week prior to commencement of Term 1</i> by way of a Statement of Fees, including all fees due and payable for the year and any outstanding balances.</p> <p>Parents can nominate to pay fees upfront, directly into Newhaven College bank account. Only upfront payment of fees received by the due date will receive a discount. Discount is set by the Board annually.</p> <p>Newhaven College appreciates the financial impact of school fees on household budgets and offers payment arrangements. It is the College's preference that payment arrangements are made via third-party provider - <i>PaySmart</i>.</p> <p>A link to PaySmart is sent with Statement of Fees for parents wishing to pay by installments.</p> <p>Any previously approved payment arrangements not on-PaySmart will be encouraged to transfer to PaySmart at the earliest opportunity.</p> <p><i>Parent(s) wishing to pay fees by instalments can use PaySmart Link (on Statement) Payment arrangements via PaySmart is a contract between PaySmart and nominated parent. Bank Account details will be held by PaySmart for the duration of payment arrangement.</i></p> <p>Set up, cancellation or amendment of payment arrangements will be the responsibility of parents but will be supported by communication with the parent as per the Fee Collection Process.</p> <p>All fees must be fully paid by 30 Nov each year. It is the responsibility of the parent(s) to ensure payment arrangements fulfill this obligation to avoid incurring overdue/late payment fees.</p>

	<p>Accounts/fees that remain outstanding despite all attempts to contact parents will be referred to a Debt Collection Agency. Admin fee and debt collection fees will be incurred.</p> <p>Accounts/fees that remain unpaid from debt collection process, will be referred to a solicitor to commence legal action, which can include a summons and entering a judgement.</p>
<b>Refunds</b>	<p>Fee refunds can only be approved by the Principal, and only in accordance with the Terms and Conditions of Enrolment Policy.</p> <p>For parents that have genuinely overpaid account, they may request a refund OR carryover balance to the following year.</p>
<b>Write off of Debt</b>	<p>Debt waiver and/or write off is the responsibility of the Board.</p> <p>Review of delinquent debt is completed in December in preparation of Annual Financial Statements.</p>
<b>Attendance</b>	<p>As per the Terms and Conditions of Enrolment Policy, the Principal reserves the right to defer attendance at the College [in the following Term] if:</p> <ol style="list-style-type: none"> <li>1) Fees remain outstanding &gt; 90days, OR</li> <li>2) More than 3 declines recorded on PaySmart with no suitable arrangement negotiated.</li> </ol> <p>Regular monitoring of debtors and payment arrangements will be the responsibility of the Business Manager, with formal reporting of debtors to the Principal and FARSC.</p>
<b>Payment Arrangements</b>	<p>All [current year] fees paid via PaySmart will be required to be paid in full by 30 November each year.</p> <p>Any payment arrangement which is not in accordance with normal payment arrangement terms (e.g. outside of 120 days), must be approved by the Finance Manager (debt up to \$10,000), Director of Business (debt up to \$30,000) or Principal (&gt;\$30,000).</p>
<b>Debt Collection</b>	<p>Reminder notices will be sent when:</p> <ol style="list-style-type: none"> <li>1) Account is past due date, and no payment arrangement has been made; OR</li> <li>2) Payment arrangement account has recorded 2 declines in succession, and no contact has been made.</li> </ol> <p>Failure to pay outstanding amount (by due date – 30 day terms) OR enter into a suitable payment arrangement will progress through Fee Collection process, with Final Notice issued and applicable fees applied to the account.</p>
<b>Staff Member</b>	<p>It is expected that NO staff member will have ANY outstanding fees at the end of the year.</p> <p>If staff member(s) owe money at the end of the year, this may be deducted from wages or final [wages] payment, if resigned.</p> <p>Under exceptional circumstances, the Principal may <i>defer</i> debt collection process for staff members.</p>

Delinquent Debt	<p>Parents that have been issued with a reminder and final notice, AND no suitable payment arrangement entered into by due date of Final Notice (15 day payment terms) will be issued with a letter from the Principal advising of outstanding fees. Additional admin fees will be applied to the account.</p> <p>Failed attempts for collection of fees &gt;120days AND have been issued with a letter from the Principal, will be referred to a debt collection agency and or Solicitor.</p>
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## Fee Collection Cycle



Accounts that remain outstanding despite all attempts to engage with parent(s) will be referred to a Debt collection Agency.

Parent(s) with delinquent debts may risk students not being placed next Term (including Bus).

Fees will be incurred for additional Debt Collector Agency collection activity, and will be added to the Account balance when notified by Agency.

Interest charges may be applied to outstanding accounts.