

FEE COLLECTION AND PAYMENT POLICY

The fees and levies collected at St Stephen's School allow for the provision of a high quality education for your child/children.

School fees and levies:

- provide essential resources, materials, facilities, activities, services and equipment.
- provide for the maintenance of buildings, grounds and other facilities.
- assist with the payment of wages for teaching, administrative and ancillary staff.

ISSUING OF ACCOUNTS

School fees are issued at the commencement of each term, usually in the second week of the term. The statement will show the following:

- Tuition Fee
- Capital Levy
- Other levies, e.g. the Information Technology Levy, Activities/Excursion Levy, the Resource & Textbook Levy, 1:1 Device (years 4-6) and Camp (years 5 & 6).

The St Stephen's School Parents and Friends Association also collect a levy through the St Stephen's School fee structure.

Parents are requested to pay the school fees account by the due date, which is shown on the account.

METHODS OF PAYMENT

School Fee Statements are emailed at the beginning of each term. Parents are asked to pay the fee account within fourteen (14) days of issue. Payment is preferred by the School Direct Debit system with payment options weekly/fortnightly/monthly, but is also accepted by BPAY, cash, eftpos or credit/debit card or Centerpay. A Direct Debit form is available on the School website and Parent Portal. Each account includes an authority to pay by credit card and BPAY details. Payments by credit card are also accepted over the phone. BPAY minimum is \$50.

REMINDER NOTICES

A Reminder Notice will be issued to all families who have not settled the school fee account by the due date where a payment plan is not in place. Should accounts remain outstanding, a member of the Finance Team will make contact to discuss the outstanding fees.

If, after two (2) weeks from making verbal contact or if attempts to make contact are unsuccessful with the account holder/s, no satisfactory arrangements have been reached and there appears to be no other workable solution, then the account may be sent to a collection agency which may result in legal action being taken.

PAYMENT DIFFICULTIES

If you are experiencing difficulties in paying your account, please contact the school as soon as possible, preferably before the due date, as it may be possible that some assistance, such as an extension of time or payment by instalments, can be organised.

CONCESSIONS

In cases of financial hardship, the school will consider offering a concession on school fees. Concessions applications are accepted at the commencement of each year or when the hardship within the family occurs. Concessions on fees are not ongoing and applications must be re-submitted at the commencement of the new school year. The final decision rests with the school Principal or the Principal's nominee.

OVERDUE ACCOUNTS

Parents are strongly encouraged to contact the school if they are experiencing difficulty in paying the school fees account.

On some occasions parents fail to pay their account, do not respond to reminder notices and do not contact the school to make alternative arrangements. In these instances the school is reluctantly forced to consider engaging the services of a professional debt collection agency.

Please be aware that additional charges will be incurred once the account has been handed to the debt collection agency for action. Once accounts have been handed to the debt collection agency, the matter effectively passes out of the school's control and all negotiations for payment must then be made with the debt collectors.

Review date: October 2021