

# FAQ

## **When will I receive my new statement?**

Annual Billing will be processed in January, and statements will be emailed by Friday 24 January 2025.

## **Do I still get a 2.5% discount if I pay in full?**

Yes. If you make full payment of the total amount on your January statement by Friday 7 February 2025, you will receive a 2.5% discount, calculated on all fees and charges at the time of billing, excluding PPP Fee.

## **Where will I find my BPAY Reference Number?**

Your BPAY Reference Number will be listed on your 2025 Annual Statement in January.

## **I am new to Direct Debit, do I need to fill out a Direct Debit Request Form for 2025?**

Yes. Direct Debit Request Forms can be found by clicking [HERE](#). Please email your completed form to FamilyAccounts@ljbc.wa.edu.au by Friday 31 January 2025.

## **I paid by Direct Debit last year, do I need to fill out a new Direct Debit Request Form for 2025?**

No. If you paid by Direct Debit in 2024, your instalment amount will be calculated after January billing, and deductions will commence in February.

## **When will Direct Debit deductions commence?**

Fortnightly deductions will commence on Thursday 6 February 2025, and will continue fortnightly until 27 November 2025.

Monthly deductions will commence on Thursday 20 February 2025, and will continue on the 20th of each month until November 2025.

## **Can I Direct Debit from a Credit Card?**

No. Currently we can only support debits from a BSB and Bank Account. We will notify families if this option becomes available.

## **Can I change my payment arrangement for 2025?**

Yes. If you wish to change the way you have previously paid your account, please complete a Payment Options Nomination Form by clicking [HERE](#)

## **Do I need to complete a new Payment Options Nomination Form if I'm not changing?**

No. Payment arrangements will continue as in 2024, unless otherwise advised.

## **My child has changed subjects, can you send me an updated account?**

Changes to Year 11 and Year 12 Subject selections will be amended to your Family Account at the end of Term 1. Amended accounts will be emailed to families before the commencement of Term 2.

## **My child might not be returning to the College, who do I need to notify?**

We understand that situations change, so if there is a possibility that you may withdraw your child(ren) from the College, please notify our College Registrar in writing at Registrar@ljbc.wa.edu.au. Our policy requires that we receive written notification of ten school weeks' notice, otherwise a fee of ten (10) school weeks' tuition may be payable in lieu. *\*Resource Fees and Subject/Course Levies are not refundable should a student be withdrawn from the College part way through the school year.*

## **I have a query about PPP, who can I speak to?**

For any queries regarding PPP, please contact our PPP coordinator at PPP@ljbc.wa.edu.au or by phoning 9300 7444.

## **What is EDSTART?**

Edstart is a leading technology and financial service company, providing flexible payment options to help you manage your fees at Lake Joondalup Baptist College. Payment plans can fit around your budget and when you get paid. For more information, click [HERE](#)