



# CHANGES TO FAMILY ACCOUNTS 2024

## LAKE JOONDALUP BAPTIST COLLEGE

The College is committed to a constant cycle of improvement, including initiating changes that will lead to a better future for our students and families. At the beginning of 2024, we will be transitioning to a new School Management System, and this change will bring improvements to the way we manage our Family Accounts. The following information will outline the changes you can expect to see from January 2024, including answers to our Frequently Asked Questions.

### DETAILS THAT WILL CHANGE AS AT 1 JANUARY 2024:

- Your Family Account ID Number
- Your BPAY Reference Numbers and LJBC Biller Code
- Family Account Statement layout

### DETAILS THAT WILL REMAIN THE SAME:

- Our Annual Billing Schedule
- Our Payment Options
- Our Payment Terms
- Discount Structure

For more information and detailed answers to our FAQ's, please click [HERE](#)



## When will I receive my new statement?

Annual Billing will be processed in January, and statements will be emailed by Thursday 25 January 2024.

## 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 9 February 2024, you will receive a 2.5% discount, calculated on all fees and charges at the time of billing, excluding PPP Fee.

## Can I still use my old BPAY Reference Number?

No. Your previous BPAY Reference Number and LJBC Biller code will become invalid after 29 December 2023. You will need to update your details with your bank in January 2024.

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

Your new BPAY Reference Number will be listed on your 2024 Annual Statement in January.

## I am new to Direct Debit, do I need to fill out a Direct Debit Request Form for 2024?

Yes. Direct Debit Request Forms can be found by clicking [HERE](#). Please email your completed form to [FamilyAccounts@ljbc.wa.edu.au](mailto:FamilyAccounts@ljbc.wa.edu.au) by Friday 2 February 2024.

## I paid by Direct Debit last year, do I need to fill out a new Direct Debit Request Form for 2024?

No. If you paid by Direct Debit in 2023, your instalment amount will automatically be calculated after January billing, and deductions will commence in February.

## When will Direct Debit deductions commence?

Fortnightly deductions will commence on Thursday 8 February 2024, and will continue fortnightly until 28 November 2024. Monthly deductions will commence on Tuesday 20 February 2024, and will continue on the 20th of each month until November 2024.

## Can I Direct Debit from a Credit Card?

No. Currently we can only support debits from a BSB and Bank Account. Direct Debit by Credit Card is a plan of action for 2024 and we will notify families as soon this option becomes available.

## Can I change my payment arrangement for 2024?

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 2023, 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.

## When will I receive the \$500 Enrolment Bond Refund to my Family Account?

Students must complete a full Semester at the College and return in the next Semester to be eligible for the refund. Refunds are processed twice a year, in February and August. Students who commenced in Pre Kindergarten will receive refunds when they return to the College after one full Semester of Kindergarten.

## 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](mailto: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](mailto: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](#)