

## YMCA Geelong – DISHONoured PAYMENT POLICY



### OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 141-O	23/08/2017	23/08/2017	Approved

### 1. DISHONoured PAYMENT POLICY

### 2. INTRODUCTION

The service is unable to carry fees and charges for dishonored cheques, payments or direct debits.

### 3. POLICY

- 3.1 Any cost incurred to the service due to dishonored cheques /Direct debits or other payment will be charged to the parent the following fortnight or payment cycle.
- 3.2 Should a payment (Cheque/Direct Debit) be rejected a dishonor payment fee will be charged to the customer based on the rate charged by the financial institution or third party suppliers of the service.

### 4. SCOPE

This Policy reflects the needs of YMCA Geelong Inc policy and procedures and applies to all operations.

### 5. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Customer Service / Co-ordinators	Ensure dishonoured payments are reported to the manager. Contact the customer to arrange payment of the outstanding fees. Gymnastics member must have the fee paid within two weeks. School holiday programs participants are required to pay the outstanding fee before the next attendance.
Manager	Follow up to ensure that the Dishonoured/Rejection payments are monitored. Handle customer complaints.

## 6. MONITORING, EVALUATION AND REVIEW

This policy will be reviewed on a three year cycle as a minimum.

## 7. SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

Approved by: Chief Executive Officer

Meeting number and date:

Resolution number:

Effective date: 04/04/2014

Review date: 04/04/2017

Policy Owner: Kimberley Maher, Community Programs Co-ordinator

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Amendment history:

Version	Date	Author	Change Description
V1	July 2011	Kimberley Maher	Document created
V2	July 2012	Kimberley Maher	Reviewed
V3	04/04/2014	Shona Eland	Uploaded to YMCA Geelong Policy Template included scope, monitoring and evaluation clauses.
V4	23/08/2017	SMT	Insert Clause 3.2

As Adopted and reviewed by the YMCA of Geelong Inc on 23.08.2017



Chief Executive Officer YMCA Geelong Inc.