

Centralised Fees Frequently Asked Questions

Why is this Centralised fees process being introduced?

We have had very clear feedback from many parents (and some volunteers too) that having two invoices for two different fees each term is confusing and that they'd like our system to be streamlined. This new process is designed to make it easier for parents/guardians to pay their fees.

For some Units and/or Districts, raising individual invoices, chasing funds, going through your bank accounts to match funds received from members is time-consuming. This system will free up some time to spend on other things.

When does the Centralised fees process start?

One-third of Victorian Districts are already using the Centralised fees process. All other Districts will start in Term 1 of 2020.

What do we mean by 'Centralised fees'?

Parents and guardians will make one payment which will cover:

- The Girl Guides Victoria (GGV) membership fee which goes to GGV.
- The Unit fees, which goes to their daughter's Unit.

How do units receive their Unit fee payments?

Unit fees received by GGV from Saturday to Friday are remitted to the Units nominated bank account weekly on the following Friday.

When Unit fees have been sent by GGV to the Units nominated bank account, a confirmation of remittance is emailed to the Unit Contact, the Unit Treasurer, the District Manager and District Treasurer.

Is there a cost involved?

GGV does not charge a fee for this process, there is no cost to parents or Units.

How will I know who has paid?

You will be able to access this information via the "Reporting Packages" tab on your profile and can see which Guides have paid their Unit fee and when the funds have been paid to your Unit by GGV. Look for the "Centralised Unit Fee Collected" report.

How much time will this take?

It takes about 15 minutes of work to set a Unit up for the Centralised fees process. In the process we ask for the following information:

- Unit fee breakdown
- Allocate girls to fee options
- Bank account details

This process can be done by the Unit Leader, Unit Treasurer, District Manager or District Treasurer.

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Timeline for Centralised Fees

September/October 2019: The GGV office will run webinars and phone conferences to help you answer all of your questions.

Late October 2019: Instructional videos will be released to help you get ready to set up your Centralised fees.

November: Districts/Units will start adding Guide and Unit information to their profiles and setting up the Centralised fees process.

December 2019/January 2020: Unit information will be checked by GGV.

January 2020: Membership emails will go out as per normal.

More questions?

GGV will continue to add more information to the website. You may also ask your Region Manager for further information.