

Student Accommodation Payment Guidelines

Version	1.2
Short description	Guidelines on Accommodation Payments for Full Time, Temporary and Residential School students
Relevant to	Students, Residence Life Staff
Approved by	This Guideline has been approved by Director, Residence Life & Commercial Services, in accordance with the Policy on Delegations and Authorisations - Delegation Schedule 1, GOV10.
Responsible officer	Director, Residence Life & Commercial Services
Responsible office	Residence Life
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Related University documents	Residence Life Code of Conduct Residential Agreement
Related legislation	
Key words	Account, finance, payment, direct debit, bank, schedule

1. PURPOSE

These guidelines describe the requirements for paying for full time residential accommodation, temporary accommodation and Residential School accommodation.

2. FULL TIME RESIDENT PAYMENTS

All payments for Full Time Residents are made via Direct Debit through the Commonwealth Bank's BPOINT system.

2.1 Registering for Direct Debit

- 2.1.1 Students that have accepted an offer of accommodation will receive instructions on how to register for Direct Debit through BPOINT via their registered email address as a part of their offer.
- 2.1.2 BPOINT Registration must be complete by the date specified in the information letter or the offer of accommodation may be withdrawn.
- 2.1.3 Students attempting to check in without BPOINT Direct Debit registration will be refused entry to their room as per Section 8.2(d) of the [CSU Residential Agreement](#)
- 2.1.4 BPOINT Direct Debit payments must be made from Visa or MasterCard Credit or Debit accounts, or an Australian Bank Account.
- 2.1.5 The owner of the paying bank account must submit their details into the BPOINT system. The student does not have to be the owner of the paying bank/credit/debit account.

2.2 Payment Frequency

- 2.2.1 Frequency options are:
 - Yearly (up front)
 - Fortnightly (preferred BPOINT option)
 - Weekly (BPOINT option)

All payments must be in advance and weekly payments must remain 2 weeks in advance.

- 2.2.2 Yearly payment are received online via the Student Payment Web Site on or before check in day. Students with the intent of paying the yearly amount up front must register for BPOINT to complete their acceptance. The BPOINT registration is cancelled when the annual amount is received in full.

2.3 Payment Amounts

- 2.3.1 Scheduled payment amounts depend on the payment frequency chosen by the payer and the amounts are supplied on the Accommodation

Payment Schedule students receive via email with Offer of Accommodation.

- 2.3.2 It is the payer's responsibility to ensure funds are available in the nominated account on each payment date as detailed within the Accommodation Payment Schedule sent via their registered email address as a part of their offer.

2.4 Charging and Invoices

- 2.4.1 Accommodation package charges are raised onto the student account on a fortnightly basis regardless of the payment frequency selected by each individual.
- 2.4.2 An electronic invoice is created with this charge each fortnight on the student account.

2.5 Changes to Direct Debit Payments

- 2.5.1 Direct Debit payments cannot be altered or cancelled via BPOINT website.
- 2.5.2 Changes to an individual's payment scheduled, due to an accommodation package change or cancellation, must have the current BPOINT Direct Debit arrangement altered or cancelled by CSU Revenue Services (Division of Finance).
- 2.5.3 Students are directed by Residence Life or CSU Revenue Services staff should a change be required.
- 2.5.4 Changes to the BPOINT Direct Debit may be made by CSU Finance Staff in cases where the BPOINT payment amount is required to be reduced.
- 2.5.5 Changes to the BPOINT Direct Debit must be made and verified with Residence Life staff via a confirmation email, prior to any check out or change of location.

2.6 Additional Charges

- 2.6.1 Miscellaneous charges are raised as incurred.
- 2.6.2 Additional charges are not paid via BPOINT Direct Debit and must be paid via the CSU Secure Student Payments Website..

2.7 Outstanding Charges for Continuing Students

- 2.7.1 Current students living in CSU Halls of Residence must be up to date with accommodation payments when applying for accommodation for the next year.

3. RESIDENTIAL SCHOOL ACCOMMODATION PAYMENTS

- 3.1 Electronic invoices for Residential School on campus accommodation are distributed to students from 2 weeks prior to the official start of the CSU Residential School period in accordance with the [CSU Principal Dates Calendar](#).
- 3.2 Payments are due on the first day of the official CSU Residential School period in accordance with the [CSU Principal Dates Calendar](#).
- 3.3 Payments are made via the [CSU Secure Student Payments Website](#).

4. STUDENT TEMPORARY ACCOMMODATION PAYMENTS

- 4.1 Electronic invoices for Temporary on campus accommodation are distributed to guests as soon as the accommodation booking is processed.
- 4.2 Payments are due as per the supplied electronic invoice normally within two weeks of the invoice date.
- 4.3 Payments are made via the [CSU Secure Student Payments Website](#).

5. EXTERNAL GUESTS TEMPORARY ACCOMMODATION PAYMENTS

- 5.1 Invoices for Temporary on campus accommodation are distributed to guests via Australia Post as soon as the accommodation booking is processed.
- 5.2 Payments are due as per the supplied invoice normally within two weeks of the invoice date.
- 5.3 Payments are made via Bpay, cheque, money order or EFT. Details are on the invoice