



KING'S BAPTIST
Grammar School

▶ CASE STUDY

ENABLING GROWTH AND ELEVATING THE FAMILY PAYMENT EXPERIENCE

King's Baptist Grammar School | South Australia

King's Baptist Grammar School is a co-educational R-12 Christian school in South Australia. It was founded in 1983 and initially known as Tea Tree Gully Christian School. From a modest initial enrolment of 38, King's now boasts more than 1,200 students across two campuses – Wynn Vale and Adelaide Hills.

The challenge

Historically, King's Baptist Grammar School had offered a range of tuition payment options, including direct deposit, direct debit, BPAY, cash and cheque. While this approach gave families great flexibility, it had several limitations – from the large workload created by managing multiple payment methods manually to a lack of financial visibility for families and the school.

King's reputation for achieving outstanding academic results meant that enrolments were consistently increasing. Mindful of the extra administrative burden associated with higher student numbers and keen to manage its finance resources more effectively, in 2015, the school began researching options to streamline its tuition payment process.

At this time, King's was billing each term. The process was time-consuming and resource intensive, and many families found it confusing. The fees due each term often varied as items like camps and excursions were added to a particular term's fees, which meant the business office would regularly receive calls and emails from families querying why their fees had jumped and explaining they'd budgeted to make four equal-sized payments across the school year.

Our approach to managing tuition payments wasn't sustainable – we were on track to have one finance resource dedicated solely to debtors. We needed to make a change to support the school's growth without increasing resources."

– Darren McDonald, Business Manager
King's Baptist Grammar School



The solution

After assessing several options, King's was the first Australian school to implement FACTS Tuition Management for the 2016 school year.

"The system's functionality was so strong that I knew we had to make a change. Managing debtors was our biggest challenge, and the way we'd been doing it just wasn't working," said Darren.

"Implementing FACTS made us reassess everything about how we handled tuition fees. The platform enabled us to streamline the payment process, drive efficiencies in the business office and provide a better payment experience for families."

King's started billing annually, which meant families knew the total amount due at the start of the school year and how much they'd be charged each payment cycle. Moving from receiving an invoice with unexpected extra charges most terms to a transparent, no-surprises process made them feel informed and in control.

The results

Now in their eighth year of using FACTS, King's has an entirely paperless tuition management process, and **more than 85% of families are on automatic payment plans**. The school has used multiple student information systems during this time, and FACTS has worked seamlessly with them all.

King's has managed a **25% rise in enrolments without increasing administrative resources** and has found the FACTS system **removes around 95% of general payment queries from families**. Families have total visibility, can view current balances and payment due dates, and can make one-off payments 24/7

The finance team uses customisable dashboards and reports to track payments and cash flow and can see quickly if families start missing payments, even if they have a positive account balance. Less time spent on manual processes means the business office can proactively identify and work with families who need help to stay up to date.

FACTS has exceeded the benefits forecast in the original business case by standardising and automating the payment process, providing comprehensive reporting and analytics and improving collection rates. The platform has reduced the administrative workload – despite enrolments increasing to the point that the school has opened an additional campus – and empowered King's to offer an elevated payment experience for families.

Today, the school enjoys **collection rates above 96% throughout the year**.

"FACTS has been a total game changer for King's – it's had a significant positive impact on both our finance team and our families. Our tuition fee management is now 100% paperless and largely automated, late payments have dropped dramatically and our debtor levels average below 3% throughout the school year."

- Darren McDonald, Business Manager
King's Baptist Grammar School

"I'm not sure how we would have managed fees in recent years without FACTS. It's supported us to streamline our processes and provide a much better payment experience for families."

- Darren McDonald, Business Manager
King's Baptist Grammar School

>85%

Over 85% of families signed up for automatic payments

25%

25% more enrolments without increased resources

96%

Collection rates above 96% yearly

