

## SD - Finance

### Procedures

#### Team

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#### Contents

1.	General Ledger .....	2
2.	Payroll .....	3
	Superannuation .....	3
	Adding a New Employee to Xero Payroll .....	3
	Payroll Processing.....	4
3.	Bank Reconciliations .....	6
	Bank Reconciliation.....	6
4.	Creditors .....	7
	Entering Bills Into Xero.....	7
	Rejected Bills .....	7
5.	Debtors .....	8
	Creating Invoices – Debtors .....	8
6.	Reporting & Budgeting .....	10
7.	Plan Management Services.....	11

## **SD - Finance**

### **Procedures**

#### **1. General Ledger**

Position Responsible: Finance & Claims Manager

Maintenance to correctly record all income expenditure of the business and maintain balance sheet to accurately reflect the assets and liabilities of the business

## SD - Finance

### Procedures

#### 2. Payroll

Position Responsible: Finance & Claims Manager

Approval: Chief Executive Officer

- a. Maintenance of the payroll system
- b. Payroll processing of fortnightly pays
- c. Paying of payroll liabilities (PAYG, Salary Sacrifice and superannuation) as required

#### Superannuation

Position Responsible: Finance & Claims Manager

Approval: Chief Executive Officer

Superannuation is to be paid by the **15th of the following month.**

#### *Steps:*

1. In Xero: Click **Payroll > Superannuation > Add Super Payment.**
2. Set "Due Date End" to the **end of the following month.**
3. Tick **Select All.**
4. Ensure the total figure matches the liability on the **Balance Sheet.**
5. **Submit for Approval.**
  - The approver (currently the CEO) will receive a code via SMS.
  - Enter the code to approve in Xero.
6. Upon approval, funds will be automatically debited from the **Operations bank account** and transferred to employee superannuation funds.

#### Adding a New Employee to Xero Payroll

Position Responsible: Finance & Claims Manager

Approval: Chief Executive Officer

Based on HR input and pay rate approved by the CEO:

1. Navigate to **Payroll > Employees > Add Employee.**
2. Enter basic details (including gender for superannuation purposes).
3. Set employment type (Salary & Wages, SCHADS Award).
4. Complete Tax Information (from Tax Declaration).
5. Assign appropriate leave type if full/part-time.
6. Set up:
  - Personal and Holiday hourly rates.
  - Bank details and statement text ("Pay").

## SD - Finance

### Procedures

- Pay items (e.g., phone allowance, super, salary sacrifice).

#### Payroll Processing

Position Responsible: Finance & Claims Manager

Approval: Payments as per bank signatories

#### *Before Pay Run*

1. Confirm approval of schedule board with Coordination.
2. Verify all approved leave has been entered into Xero.

#### *Leave Processing*

- If not entered: Request form from employee, then enter and approve leave in Xero.
- Select **New > Employee > Leave Type**, enter description, dates, and hours. Approve for each employee before processing pay.

#### *Running Payroll*

1. Log in to **Eziway** → Payroll → Projected Deduction Report → Print report.
2. Print employee timesheets from **Brevity**.
3. In Xero → Payroll → Pay Employees → Add Pay Run → Select Pay Period → Click Next.
4. Unselect employees not working this pay cycle.
5. In Brevity:
  - Sync Xero under Admin.
  - Select entities and timesheets → Sync.
  - Approve synced timesheets in Xero.
  - Repeat sync for earning lines → Print.
6. Adjust pay and leave accruals (e.g., RDO “On Call” leave).
7. Print **Payroll Employee Summary** for manager review.
8. Make corrections, then **Post Pay Run** → Download ABA file.
9. File to ATO (tick authorisation box and submit).
10. In Bendigo Bank:
  - Login → Move Money → Bulk Payments → Upload ABA file.
  - Second signatory required.
11. Email payslips and send payroll summary to CEO for approval.

#### *Eziway Salary Sacrifice Portal*

1. Go to **eziway.net.au**, log in.
2. Under Payroll → Projected Deduction – Itemised → Print report.

## SD - Finance

### Procedures

3. Leave browser open for use during payroll processing.

#### *Paying Salary Sacrifice Amounts*

Position Responsible: Finance & Claims Manager

Approval: As per bank signatories

1. In Xero: Go to **Business > Bills to Pay > Awaiting Payment**.
2. Update the **Eziway repeating bill** with new amount.
3. Select and pay using **ABA file via Bendigo Bank**.
4. Two out of three approvals required (CEO, Finance Manager, Finance Assistant).
5. Email confirmation to Eziway (handled by Andrea).

## SD - Finance

### Procedures

#### 3. Bank Reconciliations

Position Responsible: Finance & Claims Manager

Reconciling all bank accounts to actual bank accounts including Operations, debit cards, SSG and investments

##### Bank Reconciliation

###### *Steps*

1. On the Dashboard, click **Reconcile x items** under the bank accounts.
2. Review auto-matches and approve if correct.
3. Create invoices or bills for unmatched transactions.
4. Allocate direct transactions (e.g., bank charges) directly to their account.

###### *Why Frequent Reconciliation Matters:*

- Ensures outstanding invoices and bills are accurate.
- Reduces time spent on processing.
- Enables timely identification and correction of errors.

## SD - Finance

### Procedures

#### 4. Creditors

- a. Processing Headway bills and paying as required

Position Responsible: Finance & Claims Manager

Approval: Chief Executive Officer

#### Entering Bills Into Xero

- **Electronic bills:** Forward email to bills.87mp3.dhmzci9jjkg60dht@xerofiles.com
- **Paper bills:** Scan and email to the same address.

#### Steps

1. Xero creates draft bill using OCR.
2. Review auto-filled data and assign correct expense category.
3. Save and submit for approval (CEO).
4. Once approved → Awaiting Payment.
5. Select bills → Click **Batch Payments** → Confirm and continue.
6. Export batch file and print PDF.
7. Upload ABA file in bank after final approval.

#### Rejected Bills

To remove a bill:

- If in Awaiting Approval:
  - Go to **Business > Bills to Pay**, open bill → Options → **Delete**.
- If in Awaiting Payment:
  - Go to **Business > Bills to Pay**, open bill → Options → **Void**.

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## SD - Finance

### Procedures

#### 5. Debtors

- a. Debtor management
- b. Creating Headway invoices for all services including NDIS and other

Position Responsible: Finance & Claims Manager

Debtor management (accounts receivable management) is the process used to track and collect payments from customers. It includes generating invoices, monitoring payment timelines, and following up on overdue accounts. Efficient debtor management is vital for maintaining cash flow and reducing financial risk.

#### Procedure

1. Invoices are raised fortnightly on Tuesday or Wednesday of the pay week, post-payroll completion.
  - This occurs only after Support Coordination & Client Engagement confirm that all shifts have been finalised in the CRM.
  - Responsible team: **Finance**.
2. Plan Management handles the creation and control of all monthly and setup fees for Plan Management.
3. Payment terms are strictly **14 days**.
4. If payment is outstanding at **21 days**, Finance must follow up with a phone call.
5. If payment is still outstanding at **28 days** with no response, refer the case to the **CEO**.
6. The CEO will determine next steps:
  - Suspend services until the debt is cleared.
  - Develop a payment plan with the participant.
  - Refer the account to debt collection.
7. Notify Payroll of the final decision.

#### Creating Invoices – Debtors

Position Responsible: Finance & Claims Manager

1. Create batches (NDIS, PLAN, SELF, TAC) in CRM.
2. Ensure invoice date is set to the last day of the invoiced period.
3. Verify invoices for errors; consult Plan Management or CRM Administrator if needed.
4. Submit NDIS batch via PRODA portal.
5. Sync PLAN and SELF batches to Xero.
6. Finalise draft invoices in Xero and create TAC invoices.
7. Update the Invoice Summary Report and email to:
  - Chief Executive Officer

## **SD - Finance**

### **Procedures**

- General Manager
- Support Coordination Manager
- Operations Manager
- CC: Finance Manager

Follow up as per the Debtor Policy.

## **SD - Finance**

### **Procedures**

#### **6. Reporting & Budgeting**

Position Responsible: Finance & Claims Manager

Approval: Chief Executive Officer

- a. Create budgets for all operations prior to 30/6 and present to Board
- b. Update budgets at intervals during the financial year
- c. Monitor monthly reports and ensure all transactions are categorised
- d. Provide monthly management reports for:
  - Chief Executive Officer
  - Audit & Risk Sub-Committee
  - Full Board

## **SD - Finance**

### **Procedures**

#### **7. Plan Management Services**

Position Responsible: Finance & Claims Manager

Approval: As per bank signatories

- a. Responsible for reviewing all approved plan management invoices before submitting claims to the NDIS.
- b. Reconciling payments received from the NDIS and paying suppliers as required.

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## SD - Finance

### Procedures

#### Appendix 3

