



living@
UOW

Paying your
Account



Introduction

With the hustle and bustle of university life, it's important not to forget your financial obligations in relation to living @ UOW.

This brochure has been designed to help you think about how you can best budget to meet your accommodation bills and outlines payment options available to you.

Most importantly, remember, that if you do experience financial difficulties, please contact your Student Residence Manager *immediately* to discuss your options.

Your Account

You will be billed for the entire session up front. It is preferred that your account be paid in full by the 26/2/09 for the Autumn session and 30/7/09 for the Spring session. If this is not possible, the University will allow payments to be spread over three payment due dates as listed below. The University will accept weekly, fortnightly or monthly payments (these can be automatically scheduled through B-Pay and Centrelink) however, it is important that these payments be sufficient to cover the amounts required to be paid by the due dates specified.

Autumn Session

Instalment	% of Total Fee	Due Date
1	35%	26/2/09
2	35%	30/3/09
3	30%	29/4/09

Spring Session

Instalment	% of Total Fee	Due Date
1	35%	30/7/09
2	35%	28/8/09
3	30%	29/9/09

Payment Options

The University of Wollongong provides a number of options for you to pay your bills.



Payment at Reception

Campus East, International House, Keiraview, Weerona and Student Central (Building 17) all offer facilities where you can pay all or part of your bill at reception. Payment can be made via cheque, EFTPOS (debit card) or credit card (American Express, Visa and Mastercard). For security reasons, we do not accept cash.



Payment On-Line

Using the secure student payment intranet site <http://pay-accom.uow.edu.au> you can view the amount outstanding and you can pay the entire amount or a portion of the bill using credit card.

B-Pay

Most banks offer the ability for their customers to pay their bills (including your accommodation account) via B-Pay. Our B-Pay biller code is 41772. You will find your unique reference number at the foot of your statement/invoice. An excellent way of staying on top of your account, is using B-Pay scheduled payments and having a regular amount paid towards your accommodation account on a weekly or fortnightly basis.



Centrepay

If you receive a Centrelink payment, Centrepay is an easy way for you to pay off some of your bills bit by bit. It can help you control your budget so you won't have large bills to pay every month or quarter.

Centrepay is a free direct bill-paying

service that is voluntary and available at no cost to you.

Through Centrepay you can choose to pay your University of Wollongong accommodation bill by having a regular amount deducted from your Centrelink payment. You can arrange your deductions online by visiting

www.centrelink.gov.au or complete the form available from reception. You can start, change, suspend or cancel your Centrepay deductions at any time.



Parents/Scholarships

If your parents or another third party is responsible for the payment of your account, you remain responsible for forwarding a copy of the invoice or statement to them. This should be done early so that payment due dates are not missed.

Budgeting

It is essential that you commit to a budget and stick to it. University can be stressful enough without having issues in relation to the payment of your bills. A really useful budget tool has been developed by the Wesley Mission. You may like to use this to develop a budget for yourself. The link to the web-site is

www.wesleymission.org.au/centres/creditline/services/tools/plan.asp



Frequently Asked Questions

What should I do if I am going to have problems paying my bill by the due date?

The moment you are aware of this, you need to contact your Student Residence Manager to discuss your situation. In the first instance, this should be done via email and well prior to the due date. A meeting may be required to gather further information and discuss a payment plan.

What happens if I don't pay my bill by the due date?

If you have not made acceptable arrangements with the Student Residence Manager, the University has a number of options available, as outlined in the Student Resident Handbook. These include, but are not limited to (i) applying a \$200 late payment fee (ii) cancellation of future payments terms with all future payments required 'up-front' (iii) preventing you access to your room/unit (iv) the withholding of your academic results and (v) being referred to a credit agency for debt collection resulting in additional charges and potentially impacting upon your credit rating.

How can I check how much I owe for my accommodation account?

Login to our secure site <http://pay-accom.uow.edu.au/> where you can check the amount owing and also make a payment off your account.

What if I have forgotten my PIN number?

Contact our reception staff at your residence, who will issue you with a new PIN number.

How do I obtain a tax invoice or tax statement?

Contact the reception staff at your residence. They can either hand you a copy of your statement or make arrangements for it to be emailed to you.

Who do I contact when I have a question in relation to my statement?

Initially, you should contact the reception staff at your residence.

Contact Details

Campus East

Phone 4221 3351

Student Residence Manager Email:

james_atkinson@uow.edu.au

Reception Email: **accommceast@uow.edu.au**

International House

Phone 4221 5252

Student Residence Manager Email:

alison_hemsley@uow.edu.au

Reception Email: **accommihouse@uow.edu.au**

Keiraview

Phone 4229 9700

Student Residence Manager Email:

mary_sparks@uow.edu.au

Reception Email: **keiraview@uow.edu.au**

Kooloobong & Graduate House

Phone 4221 5467

Student Residence Manager Email:

mary_sparks@uow.edu.au

Reception Email: **keiraview@uow.edu.au**

Weerona College & Gundi

Phone 4221 5240

Student Residence Manager Email:

leanne_robinson@uow.edu.au

Reception Email: **accommweerona@uow.edu.au**