



## Direct Billing Update

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To: Group Leaders/Leaders in Charge, Group Treasurers, Rover Unit Leaders, Rover Unit Treasurers, Fellowship Chairs, Fellowship Treasurers and District Commissioners,  
CC: Chief Commissioner, Treasurer, Interim CEO, Deputy Chief Commissioners, Region Commissioners State and Region Office Professional Staff

Dear Group Leaders, Leaders in Charge, Rover Unit Leaders, Fellowship Chairs and Treasurers,

We are writing to update you on the status of the Direct Billing project.

The Project Team has been working steadily over the past months to secure a new vendor for Direct Billing following the unexpected withdrawal of a critical vendor ahead of the original 1 April go live date.

After conducting an extensive Request for Tender process and a merit-based assessment of proposals against business needs, the Project Team successfully appointed a group of vendors to deliver the Direct Billing project. Scouts NSW, represented by our Chief Operating Officer and IT Manager, is meeting with the vendors weekly to work to the scheduled timings as per the project plan.

### A Phased Approach

Rather than implementing the project all at once, we are adopting a three phased approach which will allow for better planning, control, and testing with regard to rolling out the Direct Billing solution to our members.

Phase	Action	When
I	Direct billing of Quarter 2 2021-22 invoice to Scouts NSW members	15 July 2021
II	Direct billing of Quarters 3 and 4 2021-22 invoice to Scouts NSW members	15 October 2021
III	Direct billing of 2022-23 State Membership Fee invoice to Scouts NSW members	1 April 2022

### Progress to Date

With work progressing on schedule, we anticipate the system will be ready for testing by Friday 25 June, which will involve 1,000 test use cases to ensure the system is configured to provide a seamless experience for our members.

At this stage, the Project Team has identified a prospective go live date of **Thursday 15 July** for Phase I, which is contingent to the completion of testing.

By direct billing the Quarter 2 invoice to members through this phased approach, we can:

- conduct a real-time 'stress test' of the system
- reconcile credits in ScoutLink
- build Member confidence in the direct billing process
- adopt any learnings ahead of the full system launch in October 2021

### Quarter 2 Invoice

All current members of Scouts NSW (youth and adult) will be directly billed the Quarter 2 portion of the State Membership Fee on 15 July. The timing of this will be largely dependent on the successful completion of testing, with a go/no go decision to be made and circulated by 2 July.

More information about the direct billing of the Quarter 2 invoice run can be found in the attached Questions and Answers document.

### Communicating with Leaders and Members

To ensure our members are aware of the progress of the Direct Billing project, we have scheduled a communication to all adults in Scouting informing them of the recommencement of the project and outlining its phased implementation. This communication will include a copy of the attached Questions and Answers document and is scheduled for distribution in the week commencing 7 June.

A separate email communication will be distributed to all adults in Scouting, as well as families, regarding the direct billing of the Quarter 2 invoice in early July.

Using our official Scouts NSW communication channels including the website and Leader News, specific information regarding the direct billing experience for members will be published as we approach the 15 July go live date.

The Board remains committed to delivering the Direct Billing project for Scouts NSW and realising the value it offers to both our members and our organisation as a whole. We appreciate your support as we progress towards the delivery of this important project.

If you have any questions about Direct Billing, please submit them via email to [memberservices@nsw.scouts.com.au](mailto:memberservices@nsw.scouts.com.au).

Yours in Scouting,

Phil Crutchley  
Deputy Chief Commissioner – Operations

Matthew Phillips  
Treasurer and Project Sponsor

#### Youth Safety in Scouting

Scouts NSW is committed to operating as a child safe organisation and implementing child safe policies and practices in accordance with the elements of a child safe institution outlined by the Royal Commission into Institutional Responses to Child Sexual Abuse report entitled Creating Child Safe Institutions.

#### Remember

All suspicions, concerns or allegations about criminal matters or child protection matters should be reported directly to the Chief Commissioner, the Deputy Chief Commissioner (Youth Safety, Compliance and Support), the CEO or the Child Protection Officer at the NSW State Office.

To make a report use the [online youth protection form](#), call 02 9735 9000 or email [youthprotection@nsw.scouts.com.au](mailto:youthprotection@nsw.scouts.com.au).

#### Imminent Danger

If a young person is in imminent danger, the matter should be reported directly and immediately to NSW Police on 131 444.

Where a report is made to the police, you should also subsequently notify the NSW State Office..

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