



Direct Billing
Information Pack
for Group Leaders and Group
Treasurers

Document Management	Version 2.2
Last Updated	14 July 2021

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Purpose of this Guide

This Information Pack aims to support Scouts NSW's Group Leaders and Group Treasurers with relevant information regarding the direct billing of the State Membership Fee.

This document will be updated as information becomes available. Please refer to the document management table on the cover page for the version number and date of last update.

If you have any questions that are not covered in this document, please submit them via the Direct Billing question form on the Scouts NSW website [here](#).

About Direct Billing

Direct billing is the invoicing of the State Membership Fee directly to parents of youth members and adult members of Scouts NSW.

This is a process change from members paying their State Membership Fee to Scout Groups, then Groups paying this to State as a lump sum for all current members in their Group.

Direct billing of the State Membership Fee will come into effect through a phased roll out starting on 15 July 2021 and then annually from April 2022. It is a state-wide initiative applicable to all members of Scouts NSW.

What does direct billing aim to achieve?

Direct billing aims to:

- Enhance member, volunteer and staff experience through a simple and streamlined direct billing system
- Reduce the administrative burden placed on Group Leaders and Group Treasurers to account for and collect the one-off joining fee and State Membership Fee, as well as account for Active Kids rebate vouchers
- Increase transparency regarding the financial membership of Scouts NSW

What will be directly billed to members?

The State Membership Fee will be directly billed to members. The State Membership Fee is issued according to the Scout Financial Year, which runs from 1 April through to 31 March.

New members who join Scouts NSW will also have their one-off joining fee directly billed by Scouts NSW.

Local Group Fees are not included in the direct billing process. All local-level Group Fees will remain at the discretion of Scout Groups. This is because each Group's process for the collection of Group fees differs greatly from Group to Group. Members should continue to pay their Group Fees to their Scout Group according to the Scout Group's local processes.

About the State Membership Fee

The State Membership Fee is an annual fee set by Scouts NSW that covers the costs of essential services and behind-the-scenes operations at a Region and State level to ensure members can enjoy Scouting now and into the future.

Every dollar of the Scouts NSW State Membership Fee goes toward covering these operational costs of delivering Scouting to our members.

At a local level, the State Membership Fee provides all members with Region infrastructure including Region offices, Region camps, and Region properties. More broadly, the State Membership Fee provide essential services of youth safety and risk management, grant facilitation and processing, member services and accounting services and IT systems, as well as training administration, lease management and property compliance, accounting services and marketing and communications for the entire state.

The State Membership Fee also covers the cost of association with the Worldwide Scouting movement, as well as all insurances required for activities. All adult and youth members are covered by public liability and personal accident insurance.

For a full breakdown of the Scouts NSW State Membership Fee, click [here](#).

Who is charged the State Membership Fee?

Youth members and adult members who hold a full membership with Scouts NSW are billed the State Membership Fee at the beginning of each Scout Financial Year on 1 April.

Members who join Scouts after the 1 April date will be billed a prorated State Membership Fee, along with the one-off joining fee.

Members who hold the following appointments in Scouting are billed the State Membership Fee:

- Board of Directors
- Uniformed Leaders
- Youth Members
- Fellowship Members
- Uniformed adult members who hold a State or Region-level appointment as their primary appointment will be invoiced 50% of the State Membership Fee in the 2021/22 Scout Financial Year, consistent with Action #5 of the Sustainable Scouting initiatives.

Members who hold the following appointments in Scouting are exempt from paying the State Membership Fee:

- Honorary Commissioners
- Adult Helpers
- Parent Helpers
- Supporters
- Parent Support Committee members

In the 2021/22 Scout Financial Year, uniformed members who hold a District appointment as their primary appointment will not receive an invoice for the State Membership Fee

How does the State Membership Fee differ from local Group Fees?

The State Membership Fee is set by Scouts NSW each year using a cost recovery pricing model. This means the State Membership Fee dollar amount is set based on the recovery of Scouts NSW's operating costs. Members are billed the same dollar amount for the State Membership Fee.

This differs from local level fees that are charged by each Scout Group and whose dollar amount differs from Group to Group. These local level fees cover operations and expenses associated with the local delivery of Scouting, such as equipment, training for Leaders and more. Fundraising activities and donations are often used by Scout Groups to lower the cost of local-level Group fees.

2021 Phased Roll out

Due to issues with the original software provider, the Direct Billing roll out was delayed in March 2021. Instead, 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	1 October 2021
III	Direct billing of 2022-23 State Membership Fee invoice to Scouts NSW members	1 April 2022

The Direct Billing Process

The direct billing process is as follows:

1. Member/parent receives their State Membership Fee invoices via email.
 - For youth members, the email address is the Parent's email address as listed on ScoutLink.
 - For adult members, the email address is the Scouts NSW email address (if activated), or personal email address as listed on ScoutLink (if Scouts NSW email address is not activated).
2. Member/parent accesses Scout Pay payment portal through link in State Membership Fee invoice email.
3. Member/parent selects payment option for payment of their State Membership Fee. With the Q2 invoice (July), full payment is required. With the Q3 & 4 invoice, the payment options include:
 - Full payment upfront, plus joining and associated fees
 - Payment plan (half to be paid 1 October and remainder 1 January 2022)
 - Active Kids vouchers
4. Member/parent enters payment details – credit card or debit card

Member/parent's payment is processed in the Scout Pay payment portal. Once processed, the member/parent will be emailed a payment receipt for their records.

5. Member's ScoutLink membership record is updated to reflect their status and 'financial to' date. This is viewable in the 'Invoices' tab.

Payment Terms

Members have 30 days from the invoice issue date to pay the invoice or to enter into a payment plan.

- At Day 30, a reminder notice will be emailed to any member whose payment is overdue (i.e. payment not made, or payment plan not entered).
- A member will then have a final seven (7) days to pay the invoice or enter into a payment plan.
- If payment still has not been made at the end of the final seven (7) days' notice, the member will be resigned in the membership database. At this stage, an email will be sent to the member notifying them of the resignation. An email will also be sent to the Group Leader/Leader in Charge that the member is resigned and can no longer attend Scouting activities.

Receiving Your Invoice for the State Membership Fee

The Scouts NSW State Membership Fee invoice will be emailed to members on 15 July 2021 (Q2), 1 October 2021 (Q3 & 4) and then from 1 April each year. Each member will receive an invoice, so if families have multiple members, there will be one invoice per member.

The email addresses used for the invoice run are as per listed on each member's ScoutLink membership record:

- Youth Members – parent's email address
- Adult Members – Scouts NSW email address (if activated) or personal email address (if Scouts NSW email address is not activated)

Members are encouraged to keep their contact details up to date.

Parents can update their contact details via Operoo. These details are synced to ScoutLink, albeit on a weekly basis.

Adult Members can request to have their details updated directly on ScoutLink by speaking with their Formation Administration Officer (FAO).

Scout Pay

Scout Pay is the online portal used for the payment of the State Membership Fee.

Scout Pay is operated by RIT Solutions, a Sydney-based business that offers IT Solutions to small business and community organisations.

No, there will be no additional fees associated with using Scout Pay.

Payment Options

2021 Phased Roll out:

Quarter 2 invoice (July):	Upfront full payment
Quarter 3 & 4 invoice (October):	Full payment upfront or two payments (October and January)

Active Kids vouchers in 2021 - If people have redeemed the first AKR voucher, any remaining credit will appear against their July invoice.

Parents are encouraged to then download their second voucher as soon as it is available from Service NSW (from July), and choose to use it for Scouts. Once they have their voucher number they will need to redeem it at: <http://www.nsw.scouts.com.au/activekids> and it will then be applied against their October invoice. **This option will be available until 15th September 2021.**

From 1st October 2021, members who are eligible for the NSW Government's Active Kids rebate vouchers will be able to redeem their vouchers with Scouts NSW directly via the payment gateway, and have these directly applied to their State Membership Fee.

An example: if the Q3/4 outstanding amounts were \$120, when prompted to select a payment option, the member's parent will be able to select 'Active Kids voucher' and enter their Active Kids voucher details (voucher number and child's date of birth). The system will then verify the voucher with Service NSW and the \$100 balance will be applied as a payment to their State Membership Fee. The member's parent will then be prompted to enter their credit card/debit card details to authorise a \$20 charge.

2022 Onwards:

From **April 2022**, the Scout Pay payment portal will include various payment options. This includes:

- Full upfront payment
- Half yearly payment plan
- Quarterly payment plan
- Active Kids vouchers (twice yearly, applicable to members who are eligible for the NSW Government's Active Kids vouchers only).

Option 1: Full Upfront Payment

Q: If a member pays their State Membership Fee upfront, what will be their financial to date?

A: Members who pay their State Membership Fee upfront will have a 31 March 2023 financial to date listed on their ScoutLink membership record.

Q: Will the Scout Pay system store my credit card details for next year's payment?

A: No, members will need to access the Scout Pay payment portal when they receive their 2023/24 State Membership Fee invoice and enter their payment details.

Option 2: Payment Plan

Q: If the parents are given the option of a payment plan, and they accept that option, will they receive an instalment notice each quarter (similar to paying Council rates)?

A: If a member selects a quarterly payment plan, they will receive an automated email reminder 30 days prior to their next payment instalment date. The instalment will be automatically deducted from their selected credit card or debit card. The member will only receive one invoice for the State Membership Fee each Scouts financial year.

Q: If a member opts into the payment plan and enters their card details for the first instalment, does Scout Pay delete the details and will the member need to log in again for subsequent payments?

A: All payment-related information entered into the Scout Pay payment portal is stored and tokenised.

If a member opts into a payment plan, Scout Pay will use the tokenised details to automatically charge the nominated credit card or debit card the next portion of the payment when the next instalment is due.

Q: Are members able to select different amounts for the payment plan, or are they set amounts?

A: The payment plan consists of four set quarterly payments.

Q: What is the frequency of payments for the payment plan?

A: The payment plan consists of quarterly payments. For an existing member who opts into the payment plan, the instalment dates will be as follows:

1. 1 April
2. 1 July – the payment will be processed in the first week of the month
3. 1 October - the payment will be processed in the first week of the month
4. 1 January - the payment will be processed in the first week of the month

Members will receive automated email notifications 30 days before the next instalment date (except the initial 1 April date) to remind them that the next payment will be deducted from their nominated card.

Q: If a member selects a payment plan but does not continue with Scouting, what will be the outcome?

A: Regardless of payment option selected, all members are responsible for paying the full amount of the State Membership Fee (\$240 in the 2021/22 and ensuing Scout Financial Year). This disclaimer will be clearly stated in all communications to members.

If a member chooses to resign from Scouting part-way through the Scout Year, their nominated credit card/debit card will be charged the remaining balance until the full State Membership Fee has been paid.

Option 3: Active Kids vouchers

Yes, families will be able to select 'Active Kids vouchers' as a payment option. They can use one voucher as part of a full upfront payment or opt into a six-monthly payment plan which will allow them to use both Active Kids vouchers.

Parents can select Active Kids vouchers as a payment option on Scout Pay. They will be required to:

1. Claim their Active Kids vouchers via Service NSW
2. Select 'Active Kids vouchers' as a payment option
3. Enter their child's Active Kids voucher details

The system will then validate the Active Kids voucher details with Service NSW to 'redeem the voucher'.

Parents will then be prompted to select whether they would like to pay the remainder of the fee (i.e. \$140) in full via credit card or debit card, OR to enter a payment plan. The parent should select the latter if they would like to use their child's second Active Kids voucher with Scouts for the year.

If they select the payment plan, the parent will be prompted to enter their credit card/debit card details to pay a \$40 balance.

After 1 July, they will be able to claim their child's Active Kids voucher via Service NSW, and then access the Scout Pay payment portal to enter the voucher details to cover the remaining \$100.

If the parent has not done this prior to September, they will receive a reminder to do so prior to the 1 October instalment date. If the parent has not entered their child's Active Kids voucher on ScoutLink by 1 October, their nominated credit card/debit card will be charged the remaining \$100 balance.

Q: Is there a half-yearly payment option for the State Membership Fee?

A: There is an Active Kids voucher payment option, with a twice-yearly payment to align with the two Active Kids vouchers issued by the NSW Government. The payment instalment dates for Active Kids are 1 April and 1 October.

Q: If a parent chooses to use their child's second Active Kids voucher to cover the cost of their State Membership Fee, when do they need to redeem this with Scouts by?

A: If a parent chooses to use their second Active Kids voucher to cover their State Membership Fee, second instalment date will be 1 October. The parent will be able to redeem this voucher against their October billing invoice via the payment portal.

Q: Will Groups receive the unused value of Active Kids vouchers that are redeemed in excess of a pro-rated State Membership Fee invoice for a member joining part-way through the Scouts financial year?

A: No. The Scout Pay payment platform will only redeem the amount payable. Any excess credits are then forfeited.

For example, if a youth member 'joins' on February 2022, their invoice will be \$90 (\$50 one-off joining fee and \$40 pro-rated State Membership Fee). If they choose to use their Active Kids voucher to pay this amount, Scout Pay will process the \$90 payment and forfeit the remaining \$10.

Q: My Group has already passed on the value of the AKR voucher to families who have redeemed their voucher this year. How will we be able to manage this?

A: All unused Active Kids credits held against the member's record will be reflected on their 15 July invoice. This step will take place in order to reconcile all of the current balances in the membership database prior to the 15 July invoicing. Unfortunately, we are unable to make a change to this as it reflects the current process for managing AK vouchers through Scouts NSW.

Payment Methods

You can pay your invoice using credit card or debit card or Active Kids voucher (from 1st October 2021 through the direct billing system) (or a combination of these).

No – direct deposits and EFT transfers are not accepted through the Scout Pay payment portal. The accepted payment methods include credit card, debit card and Active Kids voucher (1st October).

Experience for New Members who join after 1 April 2021

Q: What is the process if a member joins part-way through the year?

A: If a member joins Scouting part-way through the Scouts Financial Year, they will be sent an invoice on the first day of the month *directly after* they are endorsed as a full member (i.e. move from provisional member to full member).

This invoice will include the one-off \$50 joining fee and a prorated charge of the State Membership Fee, backdated to the start of the month they were endorsed as a full member through to the end of the Scouts Financial Year (31 March).

Below is the breakdown of the prorated State Membership Fee by the month joined, and the full payment amount*:

Month endorsed as a full member	Prorated State Membership Fee*	Payable Amount (one off joining fee + pro-rated State Membership Fee) *
April	\$240	\$290
May	\$220	\$270
June	\$200	\$250
July	\$180	\$230
August	\$160	\$210
September	\$140	\$190
October	\$120	\$170
November	\$100	\$150
December	\$80	\$130
January	\$60	\$110
February	\$40	\$90
March	\$20	\$70

*Figures based on the 2021/22 State Membership Fee of \$240.

Q: Will the membership fee be pro-rated depending on the time of year you join?

A: Yes, if a member joins part-way through the Scouts Financial Year, their State Membership Fee will be prorated from the month they are endorsed as a full member through to the end of that financial year (31 March). See the table above as a general breakdown.

Q. Is the date that a youth member "joins" Scouts NSW the date that their provisional membership is endorsed to "Registered" in ScoutLink, or the date that their provisional membership is approved in ScoutLink?

A: The date a youth member 'joins' Scouts NSW is the date their provisional membership is endorsed and changed to a full membership on ScoutLink.

Supporting Leaders in your Group

The State Membership Fee has always existed for both youth and adult members of Scouts NSW. It is **not** a new fee.

In previous years, the State Membership Fee invoice for uniformed Leaders was billed to their Scout Groups, many of which covered the cost of this fee locally for their Leaders.

While in 2021 uniformed Leaders will be directly billed the State Membership Fee from Scouts NSW, if your Scout Group has covered the cost of its Leaders' State Membership Fee in the past, the Group will be able to continue doing so.

If your Scout Group paid for your fees, please forward the link embedded in your email to your Group Treasurer. They will be able to use the link to pay Adult Leaders fees. It is important that they use this link as it is unique to individual members and is part of the reconciliation process.

Supporting Members and Families in need of Financial Assistance

There are a variety of payment options for the State Membership Fee, including a quarterly payment plan option and an Active Kids Voucher (twice yearly) option. Both of these options support a family to maintain their membership should they be unable to commit to the payment of full fees up front.

Should a family choose to use both Active Kids Vouchers with Scouts NSW for all of their children, then they will only be required to pay only \$40 of the State Membership Fee per child.

Families, youth members, Rover Scouts and young Leaders in genuine need of financial assistance are also encouraged to apply for assistance through the [Family Support Fund](#), or to the [Scouts for Refugees Support Fund](#) if the family has a refugee background.

Keeping Contact Details Updated

The invoice will be emailed directly to the email address members have listed on their membership record on ScoutLink.

- For youth members – this will be the email address of Parent 1 on ScoutLink.
- For adult members – this will be their Scouts NSW email address if activated, or personal email address as listed on ScoutLink if their Scouts NSW email address has not been activated.

Members and families are encouraged to keep their contact details up to date on Operoo. These details are synced to ScoutLink – the current lead time is 1 week.

The State Membership Fee invoice is generated using the data recorded in our membership system, ScoutLink. Any contact information updated by parents on Operoo are synced to their child's ScoutLink record, with the lead time of 1 week. Parents are encouraged to keep their contact information up to date via Operoo.

Incorrect email addresses

The Scouts NSW IT Team has established a functionality to identify and collate any email bounce backs resulting from the 15 July and 1 October invoice runs. Any member whose email address has been flagged as a bounce back, Member Services will contact the member or Group to retrieve an updated email address, and their invoice resent to the address.

Checking Members' Financial Status

Group Leaders and Leaders in Charge with access to ScoutLink will be able to check their members' financial status either by accessing the invoices tab for each member, or by running a report of all members' "financial to" dates.

Invoices Tab

Group Leaders/LICs with access to ScoutLink will be able to log in and view their members' invoices and financial membership status. These details will be documented on the members' ScoutLink record, under the 'Invoices' tab.

The record will show:

- The date the member is 'financial' to –
- Their financial membership status: either financial or not financial
- The amount they have paid against the invoices, and any amounts owing.

All State Membership Fee invoices for a member (beginning with the Q2, 15 July 2021 invoice) will be listed at the top of the 'Invoices' page, with the invoice itemised with a unique invoice number. This will begin with the letters 'AB'.

All invoices for the member prior to 15 July 2021 will be listed under this, under a drop down 'Historical Invoices' subheading.

The information for each invoice (e.g. date, description, amount, ARK amount applied, total etc.) will remain the same.

Report of 'Financial To' Dates

Group Leaders/LICs will also have the ability to run a report of all members in their Group and their members from Scoutlink. This will allow them to track paid/unpaid member fees.

Non-Payment

Members have 30 days from the invoice issue date to make a payment towards their State Membership Fee.

If a member does not make a payment or enter a payment plan within the 30-day payment period, the member will be sent a reminder notice notifying them that they have a final seven (7) day period to do so.

If payment still has not been made at the end of the final seven (7) days' notice, the member will be resigned in the membership database.

At this stage, an email will be sent to the member notifying them of the resignation.

An email will also be sent to the Group Leader/Leader in Charge to notify them that the member is resigned and can no longer attend or participate in Scouting activities, whether at Group, District, Region or State level. Leaders can also run a report at any time in Scoutlink to check their member payment status.

There is no expectation for Scout Groups to carry missed payments or non-payments by members in their Group.

Members who leave Scouts during the year

Scouts NSW does not refund Membership Fees once they have been paid.

If a member has paid their annual State Membership Fee upfront and then resigns part-way through the year, they will forfeit the balance of their fee.

If a member has selected a payment plan and then resigns part-way through the year, remaining balance of their annual State Membership Fee will be automatically deducted from their credit card/debit card.

If the member returns to Scouts NSW within the 'financial to' date listed on their ScoutLink record, they will not be invoiced the State Membership Fee until the 'financial to' date has lapsed.

If the member returns after their 'financial to' date has lapsed, they will be invoiced a prorated State Membership Fee from the month they return to Scouting through to the end of that financial year (31 March).

Debt Collection

Any outstanding debt for the 2021/22 State Membership Fee and the State Membership Fee moving forward will be managed by Scouts NSW State Office. This includes managing debt associated with the provision of details of credit cards or debit cards that are subsequently cancelled or maxed out. Groups will be encouraged to run the Scoutlink report and see the status of their member payments, and discuss any issues with members.

Specific Scenarios

Families or Members with no Internet or devices

Families who do not have access to the Internet or a valid email address on their Scoutlink record will be issued their State Membership Fee invoice via post.

Member Services has also requested input from Regions regarding any known families in their Region who do not have access to the Internet.

Group Leaders will be notified of any resignations resulting from the non-payment of the State Membership Fee. In this specific instance, it will be the Group Leader's responsibility to notify the family about their resignation.

Members receiving assistance through the Family Support Fund

Members who receive will have a credit applied to their invoice, and their invoice will reflect that no money is owing.

Members with a Dual Appointment

Any members who hold a dual appointment will have their State Membership Fee invoiced according to their Primary Appointment as listed on ScoutLink. For example, if a member holds a State Leader appointment as their Primary Appointment and a Joey Scout Leader appointment, their State Leader appointment will be invoiced.

If a youth member holds an appointment as a Youth Helper, the member will be invoiced for their Youth Helper appointment as this will be listed as their Primary Appointment on ScoutLink.

Members on a Leave of Absence

A: Yes, anyone who is an active member of Scouts NSW on 1 April will be invoiced their State Membership Fee.

Venturer Scouts who are 18 or who are turning 18 in the calendar year

Venturers who are already 18 or will be turning 18 during the billing period, will be billed the State Membership Fee on a pro-rata basis from April 2021 through to 31 December 2021.

Rover Scouts

Rover Scouts who turn 26 during the financial year will be billed the State Membership Fee on a pro-rata basis from April 2021 through to the month they turn 26.

Q: How will the process work for Rovers who hold a dual appointment as a Leader at a Group?

A: For Rover Scouts who hold a dual appointment as a Leader, their Leader appointment will be delegated as their Primary Appointment. If the Rovers' Scout Group currently pays for their State Membership Fee, the Group will be able to continue doing this.

Pensioners

Scouts NSW members who hold a NSW Pensioner Concession Card in their name may be eligible for a discount on their State Membership Fee if they hold a current uniformed adult membership appointment and submit a copy of their NSW Concession Card to the Scouts NSW Member Services Team.

The proof of concession card should be submitted to memberservices@nsw.couts.com.au prior to the State Membership Fee invoice run on 1 April each year.

New members should submit their proof of Pensioner Concession card at the time of application.

Individuals who are incorrectly endorsed as a new member

If a Group Leader accidentally endorses a new member rather than not endorse, the individual will receive an invoice on the first day of the month directly after they are endorsed. If you come across this experience, please email memberservices@nsw.scouts.com.au to notify our Member Services Team immediately.

Provisional members

If a member is a provisional member at 1 July 2021, i.e. they are in a “free trial” period, they will not be receiving an invoice. The member will only be invoiced if their status is changed to “registered member”. It is important that member status are kept current in Scoutlink.

Details in the member invoices

All member invoices will be in Acrobat pdf format. The invoice will include the member number, invoice number, member name and invoice date.

Q: Are we still offering membership rebate for growth in Group

This program was a past initiative and is no longer supported

More Information

Information and resources about direct billing can be found on the Scouts NSW website at www.nsw.scouts.com.au/direct-billing.

For information specific to your role as a Group Leader/Leader in Charge or Group Treasurer, please refer to the 'Information for Group Leaders and Treasurers' [webpage](#).

There is also a dedicated webpage for adults in Scouting who do not hold a Group Leader/Leader in Charge or Group Treasurer role. This webpage outlines the direct billing experience for uniformed adult members and is a useful resource for your Section Leaders and Group Committee. To view the webpage, [click here](#).

Information specific to parents and guardians of youth members can be found [here](#).

If you have a question about direct billing that is not covered by the website or this information guide, please submit it via the question form [here](#) or via email to the Scouts NSW Member Services Team on memberservices@nsw.scouts.com.au. Due to the volume of questions at this time, please allow up to 5 business days for a response. We thank you for your understanding.