



ARCHDIOCESAN
DEVELOPMENT
FUND

▶ CASE STUDY

FACTS PARTNERS WITH THE ARCHDIOCESAN DEVELOPMENT FUND TO EMBED A BEST-PRACTICE APPROACH TO TUITION MANAGEMENT

FACTS is proud to collaborate with the ADF to empower schools to streamline their tuition management workflow. Our secure digital solution reduces schools' administrative burden and elevates the payment experience for families.

The Archdiocesan Development Fund (ADF) was established in 1969 and serves the Archdiocese of Brisbane, including over 150 Catholic schools. The ADF supports these schools and other Catholic organisations with financial products, services and advice that allow them to further the church's mission.



Megan Liddell, Manager – Operations, Innovation & Technology at the ADF said “We heard about FACTS when two of our larger, independent schools began using it in 2018. Before that, both schools had managed tuition payments and incidental billing manually. Their paper-based process was time-consuming for them and inconvenient for families.”

Within two years of implementing FACTS Tuition Management, several noticeable observations were made. **Overdue fees had dropped by 15%, and manual in-person payments were down 80%.** The platform reduced administration so significantly that one of these schools was able to offer families an additional six weeks to spread out their payments if needed.

“Both of these schools have approximately 1,500 students, so embedding an automated solution dramatically streamlined accounts receivable. Each school experienced **exceptionally high family uptake of the FACTS platform – more than 90% of families signed up to an automated plan.** The results were so impressive that the ADF formally partnered with FACTS in 2021 to offer our schools a trusted, proven tuition management solution,” said Megan.

Since then, the FACTS and ADF teams have worked closely to create a tailored workflow for ADF schools. FACTS’ online forms capability has allowed schools to manage permission and payment for extracurricular activities more efficiently, with costs for these ad hoc events billed via FACTS. All Hallows’ has also embedded the FACTS platform into their enrolment process, offering a seamless digital experience for new families.

“FACTS Tuition Management has significantly streamlined our financial onboarding of families and greatly reduced the parent interaction required to establish valid payment methods prior to school commencing,” said Jeff Lee, Finance Manager at All Hallows’ School. “We no longer spend hours contacting parents for payments.”

Looking forward, FACTS and the ADF are launching a pilot program to digitise paper-based payment plan applications. The FACTS platform lets families choose a payment method and frequency and allows schools to validate and modify amounts as required. Real-time visibility and comprehensive reporting empower schools to manage arrears proactively; an all-schools dashboard lets the ADF identify schools needing additional support.

“We feel confident recommending FACTS Tuition Management to the schools we work with as a flexible digital solution that automates the collection of tuition fees, provides real-time visibility, and offers top-level payment security,” said Megan.

“It also makes great financial sense. The payback period for implementing FACTS Tuition Management is less than 13 months, and **every \$1 spent on the platform delivers more than \$2 of savings.**”

Daryn Grantham, Growth Manager at FACTS, explained: “Post-implementation analysis demonstrates that **a school of around 500 students saves more than \$56,000 annually using FACTS – \$40,000 alone in administration costs.** In addition to supporting schools to embed a best-practice approach to tuition management, the platform provides an elevated payment experience for families.”

