Service Charter
Financial Services

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Effective from January 2010
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1. Introduction
This Service Charter details how FS will support its ongoing commitment to providing client-focussed service delivery.

This purpose of this document is to:
• Detail the roles and responsibilities of FS staff
• Ensure Finance-related activities are conducted in a professional, timely and appropriate manner resulting in successful outcomes as required.
• Provide an open and transparent mechanism to assist in the development of shared and common understandings and expectations of Financial Service delivery with FS key clients.

This Charter sets out:
- Who we are and what we do
- Our stakeholders
- Our service delivery model
- Services overview and organisational chart
- Services standards
- Performance measurement and reporting
- Help us help you
- How to provide feedback
- How to contact us
- Reviewing and improving

2. Who we are and what we do
The key FS roles are to support the University’s and controlled entities teaching, learning, research and commercial activities with financial management, reporting and advice. These services cover:
- facilitation of the budget and forecast development
- management and statutory reporting,
- financial evaluation and costing
- financial planning
- strategic procurement
- treasury and cash flow management
- accounts payable and receivable
- student fee setting; and,
- financial systems management.

FS is also actively involved in a range of initiatives to support the achievement of RMIT’s strategic priorities. These activities range from participation in and/or ownership of project delivery to the provision of accurate and timely professional advice as appropriate.
3. Our stakeholders

There are three distinct groups with a role and interest in the success of the FS service charter:

- FS staff;
- Clients; and
- External groups.

Clients include:
- RMIT Executive: Vice Chancellor, Vice President Resources, Deputy Vice Chancellor Academic, Pro-Vice Chancellors (R&I, I&D, SET, DSC, Business, Students), Director TAFE, University Secretary.
- Governing committees: Council, Audit and Risk, Planning and Finance,
- Vice Chancellor’s advisory committees: VCE, Planning and Resources, CIRB.
- Portfolio/College management including: PVCs, Deputy PVCs, Directors, Heads of School, School and Resource Managers, other Heads of Units.
- Staff of other areas where business processes intersect;
- All RMIT staff: academic, researchers and general.
- Students
- Controlled entities

FS will identify and regularly consult with the 'client' groups and to align the service delivery to meet client needs.

Stakeholders also include:
- Government (Federal and State) and other external reporting/compliance groups.
- Customers and suppliers of the RMIT Group.
4. Our service delivery model

The service delivery model and principles approved by VCE in October 2006 underpin the working philosophy of FS. The approved model involved the functional alignment of all staff in finance-focussed roles across RMIT. FS has since been accountable for the finance staff profile, staff management and staff deployment, with an aim of delivering a high standard of professional service to our client groups. Decisions regarding effective FS resource deployment are made by the Executive Director, Financial Services in consultation with our clients.

This service delivery structure and approach has been successfully in operation since late 2006. There are four levels of finance service delivery, from self service at the lowest level, to strategic finance advice at the highest level. Each service delivery level will be dedicated to delivering efficient Finance services directly to its customers, whether customers are internal or external to Financial Services.

The delivery levels are described below.

**Delivery Level 0**
Self Service allowing staff with authorised access across the University to access finance information/data via core financial systems or an intranet site. E.g. Running standard management reports, policies, procedures, templates/pro formas etc. Once the transaction is processed it immediately appears in core financial systems for all authorised persons to view.

**Delivery Level 1**
Financial services responds to staff inquiries and processes finance transactions. This level of service is process or transaction based requiring keyboard competence.

1a. Data entry
1b. Journal preparation

**Delivery Level 2**
Consultative services comprises Finance Managers assigned to business units. They provide professional Finance advice and solutions to complex Finance issues.

2a. Alternatives are considered prior to selecting solution/s.
2b. Expert advice to answer questions

**Delivery Level 3**
Strategic services provides university-wide and business unit-specific strategic or professional services. It develops Finance policies and practices to support the delivery of high quality services.

The following diagram provides a graphical representation of the proposed service delivery levels.
5. Services overview and organisational chart

The following provides an overview of the FS Organisational Structure (as at December 2009) and a high level description of the financial services provided by the FS areas.

In addition to the above, all FS areas provide the following services as required:

- **Professional advice**
  - Provide or source expert advice and training on specific matters up to level 3 of the Service Delivery Model in a timely and clear manner. Internal expertise may be supplemented by external resources as required. Where this is required, the associated costs may be charged back to the requestor.

- **Policies and procedures**
  - Maintaining, amending, updating, reviewing existing policies and procedures
  - Development of new policies and/or procedures where required
  - Development of process maps, guidelines and FAQs

- **Projects and ad hoc requests**
  - Participation in and/or ownership of project delivery as required subject to resource availability and level of prioritisation as per RMIT’s strategic priorities.
  - Responses and advice as required to ad hoc queries.

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Financial Operations

- **Financial processing**
  - Statutory reporting
  - Short term cash projections
  - Management of the banking function
  - Accounts payable
  - Credit management
  - Credit card management
  - Processing of staff reimbursements forms
  - Research invoicing
  - Processing of the scholarship allowance
  - Insurance
  - Fixed assets
  - Management of the financial applications
  - Financial accounting and reporting
  - Maintenance of GL and sub ledgers

- **Taxation**
  - Overseas income and employee taxes
  - Domestic FBT and GST advice

- **Forecast**
  - Facilitate April and July year end forecast
  - Budget
  - Budget timetable
  - Recommend budget parameters
  - Facilitate budget development and approval
  - Strategic plan projections

- **Reporting**
  - Legislative requirements for government funding
  - Management reports
  - Preparation of grant acquirals to granting bodies as required.
  - Ad hoc management reporting.

- **Analysis**
  - Staffing, student load, research and financial outcomes.

Budget & Financial Performance Management

- **Financial Delegations of Authority**

Business Advisory

- **Student Financials**
  - Fee setting process
  - Second tier support for student fee queries
  - Vietnam billing

- **Costing**
  - Develop and maintain costing models
  - New and renewal program evaluations
  - Financial and commercial project assessment.

Strategic Sourcing & Procurement

- **Strategic Sourcing and Procurement**
  - Provision of central procurement services & category management
  - Review of sourcing and procurement strategies
  - Rationalisation of suppliers
  - Establishment of major RMIT group contractors
  - Development of systems and controls to enable procurement process
  - Leverage of group contracts
  - Contract management and supplier relationship

Strategic Financial Planning and Governance Requirements

- **Strategic financial planning and governance requirements**
  - External and internal reporting and committee papers.
  - Staffing and professional standards

- **Communication, client service and feedback**
  - Strategies and implementation.

- **Strategic projects**
  - **Strategic Cash Management**
    - Cashflow and liquidity forecasting (operating and capital)
    - Management of external regulatory requirements of borrowings (Loan Council of Australia and group banking syndicates)
  - **RMIT Foundation**
  - **Travel database administration**
6. Service standards

6.1. Relationship-related standards
We greatly value our client relationships and we are committed to continuing to foster an open and collaborative working environment.

To support this we aim to provide:
- Professional, courteous, efficient and helpful service to all clients at all times.
- Consistent and accurate advice in a timely manner.
- Accurate information to clients regarding compliance requirements as relevant to finance activities for RMIT.
- Clarity around finance processes and associated documents (e.g. forms, publications).
- Effective responses to service requests from our clients.

6.2. General response standards
We understand the importance of providing reliable and effective responses to our clients. We will make every effort to ensure the following general response standards are met:

- We aim to formally acknowledge all letters, e-mails and faxes within 2 working days of their receipt with an aim to ensuring all required investigation is undertaken to reach a desirable outcome as early as possible.
- We aim to ensure that all telephone calls are handled courteously and that any messages are passed onto the relevant staff member and answered as soon as possible.
- We aim to use the e-mail ‘out of office’ service to inform clients when we are away from the office and will provide alternative contact details.
- We aim to acknowledge complaints within 2 working day of receipt with an aim to ensuring all required investigation is undertaken to reach a desirable resolution as early as possible.
- We aim to maintain currency of FS web content to ensure any changes as required are updated within 3 working days. Where appropriate, additional advice to be sent to those directly affected by the update.
- Current contact details for FS staff can be found via www.rmit.edu.au/fs for enquiries.

6.3. Adhoc service request standards
We understand the importance of providing responsive support to additional services requested by our clients. We will make every effort to ensure the following general response standards are met:

- We aim to formally respond to all work requests all letters, e-mails and faxes within 2 working days of their receipt with an aim to ensuring all required investigation is undertaken as early as possible to assess the feasibility of supporting the request with consideration of resource availability and level of prioritisation as per RMIT’s strategic priorities.
- Where requests are agreed for fulfilment, FS aims to reach a desirable outcome in accordance with the desired timeframes.
### 6.4. Specific finance activities standards

Specifically, we will make every effort to meet the following response times identified as our key customer facing activities based on normal, planned operations. In the event of extenuating circumstances beyond FS control e.g. system failure, pandemics etc, FS will provide best possible service and will advise clients of any potential implications as known in a timely manner.

The following activities will be completed in compliance with the approved FS policies and procedures [http://www.rmit.edu.au/browse;ID=perwdpeb8h53](http://www.rmit.edu.au/browse;ID=perwdpeb8h53). Any deviation from these approved policies and procedures will be managed on an individual basis in the first instance with the requestor/initiator of the task. Rejected transactions indicate that the control system is working effectively. For repeat breaches, an escalation process will be engaged with the line manager. In addition, the results of internal control testing will be reported annually to VPR. The existing monthly management reporting highlights matters assessed as required for reporting.

<table>
<thead>
<tr>
<th>Process/Activity</th>
<th>FS aims to</th>
<th>Measurement method for FS</th>
<th>Internal clients to</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Accounts payable and purchasing</strong></td>
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</tr>
<tr>
<td>1.1 Issuance and management of credit cards.</td>
<td>Action request or seek additional information within 2 working days.</td>
<td>Applications are forwarded to the bank within 2 working days.</td>
<td>Submit accurate and approved forms completed in accordance with policy and procedures.</td>
</tr>
<tr>
<td>1.2 Raising of Purchase Requisitions, Purchase Orders.</td>
<td>Action request or seek additional information within 2 working days.</td>
<td>Processed within 2 working days.</td>
<td>Submit accurate and approved forms completed in accordance with policy and procedures.</td>
</tr>
<tr>
<td>1.3 Processing creditor invoices, payments to local and international suppliers.</td>
<td>• Action request for processing invoices or seek additional information within 2 working days. • Payment within 30 days of day of invoice.</td>
<td>As above. Payment according to the credit terms, but no longer than 30 days from invoice date.</td>
<td>Ensure approved invoices are forwarded to FS within 7 working days from the date of invoice.</td>
</tr>
<tr>
<td>1.4 Staff reimbursements.</td>
<td>Action request or seek additional information within 2 working days.</td>
<td>Form processed within 2 working days and data passed into payroll system for disbursement in next pay run.</td>
<td>Submit accurate and approved forms completed with supporting documentation in accordance with policy and procedures.</td>
</tr>
<tr>
<td>1.5 New vendor creation.</td>
<td>Action request or seek additional information within 2 working days.</td>
<td>Processed within 2 working days.</td>
<td>Submit accurate and approved forms completed in accordance with policy and procedures.</td>
</tr>
<tr>
<td>1.6 Tender assistance or waivers.</td>
<td>Action request or seek additional information within 2 working days.</td>
<td>Reply within 2 working days.</td>
<td>Contact Financial Operations with clear description of requirements.</td>
</tr>
<tr>
<td><strong>2. Accounts receivable</strong></td>
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<tr>
<td>2.1 New customer creation</td>
<td>Action request or seek additional information within 2 working days. Conduct credit checks in accordance with the policy.</td>
<td>Processed within 2 working days.</td>
<td>Submit accurate and approved forms completed in accordance with policy and procedures.</td>
</tr>
<tr>
<td>2.2 Raise SAP invoices for commercial and offshore activities.</td>
<td>Ensure that income is recorded accurately in the general ledger as per the service delivered.</td>
<td>To ensure clients are invoiced in timely manner and in accordance with agreements.</td>
<td>Advise FS when the contract or milestone has been reached to enable invoicing.</td>
</tr>
<tr>
<td>Process/Activity</td>
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<tr>
<td>2.3 Central function for management of research related invoices.</td>
<td>Invoice according to agreed contract terms.</td>
<td>Invoices are raised as per contract terms.</td>
<td>Ensure contracts are signed and kept in the Research Contracts database (currently Research Master).</td>
</tr>
<tr>
<td>2.4 Student payment plans.</td>
<td>Maintain student cashflow by allowing students experiencing temporary financial difficulties, to pay through a structured and agreed plan.</td>
<td>Student to be advised of outcome within 2 working days of form being received by Credit Management Staff.</td>
<td>Student support areas (ISIS, HUB, SASL) to assist students in the preparation of accurate and complete payment plan applications, in order to guarantee submission to FSG credit management within 1 working day.</td>
</tr>
<tr>
<td>2.5 Billing of third party contracts.</td>
<td>Raise all invoices as requested after the census date. Note: Work is currently underway with ITS, ARG, TAFE and International to document and improve the process.</td>
<td>Fulfil requests in a timely and accurate manner, to hopefully ensure funds are still recovered within the same period of study as original debt.</td>
<td>• Student to submit required form with accurate information in a timely manner. • Colleges/Schools/ARG to forward required form to FS to enable invoice generation.</td>
</tr>
<tr>
<td>3. Credit management</td>
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<tr>
<td>3.1 Engagement of debt collection agencies.</td>
<td>Send all outstanding debts over 90 days to debt collection agencies to minimise outstanding student debt, in accordance with policy.</td>
<td>Decrease in percentage of outstanding debts over 90 days.</td>
<td>ARG adheres to the invoicing timetable.</td>
</tr>
<tr>
<td>4. Insurance</td>
<td></td>
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</tr>
<tr>
<td>4.1 Management of various insurances, and processing insurance-related claims.</td>
<td>• Conduct an annual review of insurance broker arrangements against AURIMS benchmarking to achieve appropriate coverage for RMIT. • Forward all insurance claims for processing with the insurance provider within 2 working days of claim receipt.</td>
<td>• Conduct annual review for noting by Audit and Risk Committee (prepared for meeting 4 of each year). • Completed claim forms are processed within 2 working days.</td>
<td>Submit accurate and approved forms completed with supporting documentation where required in accordance with policy and procedures.</td>
</tr>
<tr>
<td>5. Fixed assets</td>
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</tr>
<tr>
<td>5.1 Management of acquisitions and disposals of fixed assets, stocktakes, depreciation.</td>
<td>• Process disposal forms within 2 working days. Note: Acquisitions are processed through the Purchase Orders process. • Affix barcode labels on fixed asset and complete declaration form. Assist in stocktakes exercise conducted by schools.</td>
<td>• Forms are processed within 2 working days. • Declaration form to be completed by the 20th of each month.</td>
<td>Submit accurate and approved forms completed in accordance with policy and procedures.</td>
</tr>
</tbody>
</table>
## 5.2 Replacement plan
To ensure assets are recorded accurately on the asset register and to ensure correct depreciation are used. Also to ensure assets are replaced at the end of their useful life.

### Measurement method for FS
For FS to have no obsolete or scrapped items on the asset register.

### Internal clients to
Provide details of assets that have been disposed of and are no longer in use, or are proposed to be disposed of.

## 6. Maintain SAP ledger

### 6.1 Maintenance of Internal Orders and Organisational Structures
Ensure SAP GL is based on the official organisational structure.

### Measurement method for FS
Organisational structure and internal orders are operational by the effective date of any change.

### Internal clients to
Advise of change given ahead of due date:
- 2 days for internal orders.
- 5 days for organisational structure.
- Significant organisational structural changes to be determined when advised.

## 7. Reporting

### 7.1 Annual report
Facilitate the completion of the external audit within 12 weeks from the end of the financial year.

### Measurement method for FS
Audit report signed by External Auditors within 12 weeks from the end of the financial year.

### Internal clients to
Comply with the annual reporting schedule (RMIT and controlled entities).

### 7.2 Monthly management reports
To release a reporting timetable and ensure the provision of the following accurate, timely and useful reports.

- University monthly operating statements.
  - Published within 10 working days post end of month.
  - N/A
- Monthly College and Portfolio management reports.
  - 10 working days post end of month.
  - PVCs to approve narrative according to reporting timetable.
  - Provide data for reports within reporting timetable.
- Council Update.
  - 11 working days post end of month.
  - Stats and reporting, Marketing and Property Services to provide their report sections.
- Controlled entities report.
  - 18 days post quarter close.
  - Provide data for reports within reporting timetable.

### 7.3 Short term rolling four weeks cash forecast
Prepare and distribute to senior management and Council a four week cash flow forecast together with a weekly analysis of actual cash movements.

### Measurement method for FS
Every Monday.

### Internal clients to
Principal grant officer to ensure timely, accurate and comprehensive acquittal completed.

### 7.4 Preparation of grant acquittals to granting bodies
Confirm acquittal report received with SAP.

### Measurement method for FS
- For grants which FS is the manager or owner, FS will meet the terms of contract.
- For grants managed or owned by other RMIT areas, FS will provide service when requested within required timeframes of the contract as advised.

### Internal clients to
Principal grant officer to ensure timely, accurate and comprehensive acquittal completed.
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</thead>
<tbody>
<tr>
<td>7.5 TAFE External Reporting.</td>
<td>Meet external compliance, audit and reporting accountabilities.</td>
<td>Compliance with government reporting timetable.</td>
<td>N/A</td>
</tr>
<tr>
<td>7.6 Risk register</td>
<td>• Document any financial and operational risks as known to FS in accordance to RMIT’s policy on risk. • Identify appropriate mitigation strategies.</td>
<td>Quarterly for consolidation into the RMIT risk register.</td>
<td>VPR to receive timely report and action where appropriate.</td>
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<tr>
<td>8. Forecast</td>
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<tr>
<td>8.1 April and July forecast.</td>
<td>Assist Colleges and Service Groups with forecast in a timely and accurate manner. • Enter forecast in SAP. • Prepare analysis for PRC.</td>
<td>Timetable – completion of tasks by due dates.</td>
<td>• Provide advice and input to process. • Forecast approved.</td>
</tr>
<tr>
<td>9. Budget</td>
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<td></td>
<td>Facilitate the preparation of the budget for both PRC and CIRB (capital only).</td>
<td>To be completed within the timelines determined by the relevant committees.</td>
<td>To provide relevant data for budget preparation.</td>
</tr>
<tr>
<td></td>
<td>Enter Colleges Portfolios budget in SAP.</td>
<td>Timetable – completion of tasks by due dates.</td>
<td>• Provide advice and input to process. • Approve Budget.</td>
</tr>
<tr>
<td></td>
<td>Aggregate budget submissions and present to PRC, VCE, PFC and Council for approval.</td>
<td>To be completed within the timelines determined by the relevant committees.</td>
<td>Submit budget within relevant timetable.</td>
</tr>
<tr>
<td></td>
<td>Approved budget entered and reconciled within SAP.</td>
<td>Entered and reconciled before the 31 December (end of year).</td>
<td>N/A</td>
</tr>
<tr>
<td>10. Casual Pay Process</td>
<td>Aims to ensure correct I/O allocation is recorded correctly on the upload file.</td>
<td>Casual pay expense accurately recorded in the ledger.</td>
<td>To provide correct and timely internal order information.</td>
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<tr>
<td>11. Staff Management</td>
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<tr>
<td>11.1 Recruitment of and retention of finance positions.</td>
<td>Ensure staff skills are maintained through appropriate professional development and mentoring.</td>
<td>Improved FS staff retention rate as indicated in the data provided by People and Culture.</td>
<td>Work collaboratively with FS staff and provide a safe and conducive work environment.</td>
</tr>
<tr>
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<tr>
<td><strong>12. Student Financials</strong></td>
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</tbody>
</table>
| 12.1 Fee setting. | • Work with each academic College, International and Development and other service areas to coordinate a process to collect, analyse, approve, publish and configure student tuition, administrative and material fees.  
• Prepare and submit RMIT’s campus file to DEEWR, which is complete for all programs that RMIT intends to offer to domestic students upon a full fee paying basis. | Adherence to annual fee setting timetable (web page link) and external deadlines. | • Respond accurately and timely to information requests.  
• Adhere to the annual fee setting timetable (web page link). |
| 12.2 Student fee queries. | Provide second tier support to Hub and ARG staff in relation to student fees queries. | Time taken to resolve student query if it is solely related to fee configuration issues. | To ensure admission and enrolment details are correct for each student. |
| **13. Costing** | | | |
| 13.1 Annual retrospective program costing exercise. | Undertake an annual exercise to cost each program/course taught at RMIT. Dissect RMIT’s financial result into each business line and provide commercial analysis to each academic college and VCE. | Meet Program Annual Review timetable. | • Respond accurately and timely to information requests.  
• Meet Program Annual Review timetable. |
| 13.2 New programs and renewals. | Complete a financial assessment upon new or renewal of existing teaching programs for domestic (higher education) or international offshore operations. | Develop and deliver a financial evaluation within five working days after all relevant information is provided by customer. | Complete questionnaire and compile background information when requested.  
Book meeting time to ensure adequate lead time available to undertake modelling. |
| 13.3 Indirect allocation model. | Maintain a self-service central indirect cost allocation model to enable operational unit an understanding of additional costs that must be factored into their pricing decisions. | • Update model when changes are made to the base data:  
  - For actuals of the preceding year, one month after audit report is signed.  
  - For budget for the following year, one month after the budget is approved.  
  • Respond in one working days for any question raised. | Articulate the purpose they wish to use the model for and understand its limitations. |
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</thead>
</table>
| 13.4 Commercial, research and      | Assist with the preparation of project costing for commercial and research projects for RMIT planned activities.                                                                                  | Develop and deliver a financial evaluation within five working days after all relevant information is provided by customer.                                                                                                      | • Compile complete background information prior to assistance request. Respond accurately and timely to information requests made.  
• Understand that assistance will vary with the activity proposed and the level of costing expertise held by the requestor.                                                                                                               |
| offshore financialcostings.        |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
|                                    |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
| 14. Taxation                       |                                                                                                                                                                                                           |                                                                                                                                                                                                                        | N/A                                                                                                                                                                                                                                   |
|                                    | • Complete an annual tax return lodgement with each country in which RMIT holds tax residence.                                                                                                           | • Timely reporting as per regulatory requirements.                                                                                                                                                                          | N/A                                                                                                                                                                                                                                   |
|                                    | • Respond to queries raise by the relevant taxing authority (Hong Kong, Singapore, Malaysia).                                                                                                             | • As per ATO and overseas tax offices requirements.                                                                                                                                                                         |                                                                                                                                                                                                                                       |
|                                    |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
|                                    | • Complete GST returns on a quarterly basis.                                                                                                                                                               | • Timely reporting as per regulatory requirements.                                                                                                                                                                         | Ensure that tax invoices are provided to FS for all expenses.                                                                                                                                                                          |
|                                    | • Complete FBT returns on an annual basis.                                                                                                                                                               | • As per ATO and overseas tax offices requirements.                                                                                                                                                                         |                                                                                                                                                                                                                                       |
|                                    | • Comply with the tax regulation.                                                                                                                                                                         |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
| 15. Strategic cash management      |                                                                                                                                                                                                           |                                                                                                                                                                                                                        | N/A                                                                                                                                                                                                                                   |
| 15.1 Capital planning assessment.  | Complete financial and commercial assessments of property acquisition and divestments working with staff in Property Services.                                                                       | N/A                                                                                                                                                                                                                      | Engage FS early in the process.                                                                                                                                                                                                       |
| 16. Strategic Sourcing and          | Add value to procurement supply chain while satisfying compliance requirements (legal requirements or those strategically adopted by RMIT).                                                             | Implement approved recommendations from Procurement Project (WPP Grant).                                                                                                                                                | • Comply with approved procurement supplier solution and contract.                                                                                                                                                                     |
| Procurement                         |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
| 16.1 Review procurement management |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
| needs.                              |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |
| 16.2 Contract management and        | Install contract management processes and the basis of supplier communications with clients.                                                                                                            | • Contract management plan in place.  
• For procurement categories managed by FS, measure off-panel spend.                                                                                                                                                      | • Implement contract management plan.  
• Relationship managed in accordance with supplier communications.                                                                                                           |
<p>| supplier relationship.             |                                                                                                                                                                                                           |                                                                                                                                                                                                                        |                                                                                                                                                                                                                                       |</p>
<table>
<thead>
<tr>
<th>Process/Activity</th>
<th>FS aims to</th>
<th>Measurement method for FS</th>
<th>Internal clients to</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>17. Government Funding</strong></td>
<td>• Provide timely and relevant financial analysis and assistance as requested.</td>
<td>• Reporting and compliance requirements met – monthly &amp; quarterly &amp; annually</td>
<td>• Policy and planning group to advise of regulatory changes.</td>
</tr>
<tr>
<td></td>
<td>• Effective and timely communication of legislative and regulatory changes across RMIT – ongoing</td>
<td>• Effective and timely communication of legislative and regulatory changes across RMIT – ongoing</td>
<td>• Statistics and Reporting Unit to provide student load data and revenue projections.</td>
</tr>
<tr>
<td></td>
<td>• Risk register updated and Risks identified and documented.</td>
<td></td>
<td></td>
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<tr>
<td><strong>18. Financial Delegations of Authority</strong></td>
<td>Maintain a listing of staff bestowed a financial delegation of authority. Updated weekly to processing staff and monthly to the web.</td>
<td>• Timely publishing of financial delegation of authority (signature) listing.</td>
<td>• Provide a completed and approved form with 24 hours notice of when the change is to become effective.</td>
</tr>
<tr>
<td><strong>19. Travel</strong></td>
<td>• Ensure RMIT’s preferred supplier relationships are delivering the required services to RMIT.</td>
<td>• Regularly quarterly reporting compliance with contracted SLA by the travel vendor.</td>
<td>• Comply with preferred supplier relationship.</td>
</tr>
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<td></td>
<td>• Provide “duty of care” reports as required.</td>
<td>• Preparing reports in accordance with agreed timetable.</td>
<td></td>
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<tr>
<td></td>
<td>• Provide travel database helpdesk support.</td>
<td>• Weekly SAP payroll upload into Trobexis.</td>
<td></td>
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<tr>
<td></td>
<td>• Provide travel database training as required.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Comply with travel database usage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ensure accuracy of relevant individual data.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Determine the best practice for local administering of bookings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>20. RMIT Staff communication</strong></td>
<td>• Ensure we have adequate physical cabcharge e-ticket stock available.</td>
<td>• Fulfil e-ticket requests within 3 working days.</td>
<td>• Comply with approved taxi procedure [web link].</td>
</tr>
<tr>
<td></td>
<td>• Produce timely and accurate reports.</td>
<td>• Report to be distributed Finance Managers within 2 working days after period close (28 day cycle).</td>
<td>• Inappropriate taxi use by staff identified through the exception reporting to be appropriately actioned by local management.</td>
</tr>
<tr>
<td></td>
<td>• Comply with approved taxi procedure [web link].</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Attend desired information sessions. Where attendance is not possible, to contact FS to seek an alternative method of information sharing.</td>
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</tr>
</tbody>
</table>

**Note:** A related FS document is the Group Operational Workplan (2009) which sets out all the activities and tasks performed to support effective service delivery. This document can be accessed via: [www.rmit.edu.au/fs](http://www.rmit.edu.au/fs) (log in required). It is currently being amended for 2010.
7. Performance measurement and reporting

- We will formally report by exception on a 6 monthly basis to VPR - if clients experience a variation to the service aims, please provide this feedback via the mechanisms detailed in Section 9 below.
- Regular business as usual reporting activity will continue to the VC and VPR i.e. compliance with statutory reporting (financial reporting timetable, audit timetable). This will be communicated to clients via FS web page (to be established).
- The FS service charter will be regularly reviewed with clients and performance can be monitored by all parties.
- The FS Group operational work plan 2010 will have links to the FS service charter aims to reinforce FS staff understanding of the commitments.
- Formal risk assessment is conducted by FS Executive Team on a quarterly basis.
- Additional FS responsibility to support the Service Charter will be included in all new FS position descriptions.

8. Help us help you

We can provide you with better service if you:

- Ask us for help and give us feedback on our services provided
- Involve us early to avoid issues that might arise from lack of dialogue or early enough involvement i.e. involve us in your planning
- Provide us with accurate and complete information about your circumstances
- Involve FS staff directly servicing client areas in local area executive meetings and dialogue regarding relevant processes, projects or activities
- Respect deadlines as there are related implications
- Understand work requests will be considered against existing priorities
- Read information sent to you and on our FS website as required
- Treat our staff with courtesy and respect
- Understand that compliance with University policy and statutory regulations may not always allow us all of the flexibility you may ask from us.

9. How to provide feedback

The FS Team welcomes your feedback. It enables us to measure our performance against our Service Charter while also providing data which will inform our commitment to continuous improvement in our planning and future service delivery.

If we have done something that was particularly helpful or useful to you, please let us know. If you are dissatisfied with a decision or action, please talk with us first to explore other options for meeting your needs.

You can provide us with feedback by:

- Contacting us directly (see details below)
- Using the FS online feedback form via http://www.rmit.edu.au/fs
- Participating in our surveys to assist us in obtaining further feedback on our performance and to measure our performance over time.

10. How to contact us

FS is operational Monday to Friday 9am – 5pm.

Current contact details for FS staff can be found via http://www.rmit.edu.au/fs

11. Review and improvement

This charter commenced January 2010, to be reviewed annually as mutually agreed.
Should you have any general queries or issues regarding this charter, please do not hesitate to provide this via the FS online feedback form www.rmit.edu.au/fs or contact the FS Executive Director’s Office via the Executive Director’s personal assistant Ph: 9925 0694 or email sharon.halstead@rmit.edu.au