



## Acceptable payment received methods policy

### Objective and Scope

The intention of this policy is to:

- Reduce the risk of fraud
- Reduce the risk to physical safety
- Increase the security of payments
- Increase efficiencies for staff
- Increase the use of appropriate new technologies
- Ensure there is no handling of cash and cheques on AHPRA's onsite premises

This policy outlines the factors that must be taken into consideration when deciding on payment methods.

It applies to all incoming payments received by AHPRA from health professionals and other payers. This includes but is not limited to:

- registration applications
- renewal payments
- examination payments, and
- AHPRA accounts receivable.

### Policy

#### 1. Security

- 1.1. To protect payers, staff members and AHPRA, payments must be made using methods that are electronically and physically secure.
- 1.2. AHPRA considers that the acceptance of cash constitutes a risk to staff members. Handling any amount of cash may constitute a physical security requiring additional safety facilities such as secure cash counting areas and cash cameras. Cash has an increased risk of fraud through theft.
- 1.3. Cheques in particular present an increased risk of other types of fraudulent activity such as signature forgery and counterfeit cheques. They do not meet AHPRA's security requirements as they present inherent risks that are unacceptable to AHPRA.
- 1.4. AHPRA will consider the addition of new methods of acceptable electronic payment methods as new and secure systems become available. Electronic payment methods must meet acceptable industry security standards.
- 1.5. AHPRA will consider the use of third parties to handle cash and cheque payments on a case by case basis.

#### 2. Requirements for online payment systems

- 2.1. Payment methods are to adhere to the Payment Card Industry Security Standards Council (PCI SSC) requirements.

#### 3. Efficiency

- 3.1. In the interests of efficiency and to reduce human error, AHPRA's preference is for online payment methods that will interface with the financial systems in place within the organisation.

3.2. Payment methods based wholly on manual reconciliation and banking such as the direct receipt of cash and cheques have a greater risk of error, and are time consuming for staff members. As such, they are not considered preferred methods of payment.

3.3. Fees charged for processing payments should be in-line with industry norms.

#### 4. Accessibility

4.1. In addition to the security considerations outlined in this policy, payment methods should facilitate online accessibility, be user-friendly, and should be up to date.

4.2. Payment options that are poorly utilised will be subject to regular review.

#### 5. Implementation

5.1. The following considerations should be taken into account when implementing a change of payment method:

- staff members should be sufficiently trained to answer questions about the change
- sufficient lead time should be allocated to facilitate alignment with renewal cycles, student applications and any other relevant AHPRA processes, and
- there should be consideration of a pilot of the changed payment method with a single cohort of health providers before applying to all health providers.

#### 6. Register of Payment Received Methods

6.1. The Finance Professional Lead will maintain a list of acceptable payments received methods that conform to the requirements of this policy.

6.2. Payment received methods that are not included on the Register of Payment Received Methods will only be accepted where special circumstances exist.

### Related documents

Related documents include:

- Approved payment methods
- [AHPRA Point-of-Sale Terminal Policy](#)
- [AHPRA Service Charter](#)
- [AHPRA Information Technology Acceptable Use Policy](#)

This policy should be read in conjunction with the following:

- [Payment Card Industry Data Security Standard \(PCI DSS\)](#)

### Definitions

The following definitions apply:

Term	Definitions
<b>Acceptable payment method</b>	A payment received method that is included on AHPRA's Register of Payment Received Methods
<b>AHPRA accounts receivable</b>	Payments invoiced to third parties by AHPRA.
<b>Electronic payment</b>	Any payment received methods that do not involve the use of cash or cheque.
<b>Payers</b>	Payers are people who pay funds to AHPRA.
<b>Payment received methods</b>	The way payments are received into AHPRA. Examples include credit card, EFTPOS and direct debit.

<b>Staff member</b>	A person employed directly with AHPRA in a permanent ongoing role, on a temporary or fixed term contract, or on a casual basis.
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## Document control

<b>Approval Authority</b>	Agency Management Committee
<b>Responsible Officer</b>	Finance Professional Lead
<b>Policy number</b>	FIN001
<b>Date approved</b>	December 2017
<b>Date commenced</b>	December 2017
<b>Date for review</b>	December 2020
<b>Sections modified</b>	Nil