

Veracross VCPay - Frequently Asked Questions

Why is Barker College moving from FACTS to the VCPay platform?

The use of VCPay for the payment of school fees benefits both families and the School. The new payment platform will:

- Improve the parent experience by integrating invoice payment, direct debit and visibility of fee statements into the parent portal
- Provide control and flexibility of payment frequency and amounts – option to select from several payment frequencies and / or make lump sum payments
- Reduce the administration of fee payments – one dedicated platform for payment of fees and a once only set up
- Regulate cashflow – frequency of payments can be more closely aligned to the timing of your own income stream
- Enhance security and compliance – VCPay adheres to the highest level of security and compliance standards ensuring that customer and payment details are secure

Do I have to use the VCPay payment platform?

Yes, VCPay is the official School payment platform from 2026. All Barker families will be required to set up VCPay via the parent portal and to use this direct debit system.

Can I still use BPAY to pay my school fees?

No. The VCPay online payment platform is the system by which all fees will be required to be paid.

Does VCPay accept all types of credit cards?

Yes, VCPay accepts Visa, Mastercard, Amex and UnionPay credit cards and Bank Account Direct Debit (BECS). Surcharges apply at the following rates:

- | | |
|------------------------|-------|
| • Direct Debit (BECS): | 0.00% |
| • Visa & Mastercard: | 1.15% |
| • American Express: | 1.45% |
| • UnionPay | 2.1% |

Do I need to set up a VCPay account if I have prepaid my school fees?

Yes. Each term Barker will issue a further invoice for incidental charges, such as the Barker bus pass fee, cadets, photos, etc. These incidental charges will be visible in the parent portal and payable via VCPay.

Do I need to cancel my current FACTS account?

No, the School will manage the closure of your current FACTS account on the 22 December 2025, and all outstanding balances will be transferred and consolidated to VCPay.

What if I have a credit balance on my account? Why can't I see this when I'm setting up my payment plan?

Any credit balances will be applied once the payment plan has been established.

Can I still donate to one of Barker's tax-deductible gift recipient funds?

Yes, you can easily do this through VCPay. You can set up a payment in the Payment Plan & Billing section to donate.

How safe is it to use VCPay?

All payments are securely handled by Stripe Payments Australia, a licensed and highly trusted payment provider. Stripe meets the highest global security standards and protects your personal and financial information. VCPay itself does not store or process payments.

Barker College has reviewed VCPay's data security practices and confirmed they meet the School's IT policies and comply with the Australian Privacy Act.

Who should I talk to if I still have questions?

If you have any technical questions or require assistance in creating your VCPay account, please contact the support team at AnnualConfirmationSupport@barker.nsw.edu.au.

For specific questions regarding your child/ren's tuition fees please contact Tina Tadi at Fee_Statements@barker.nsw.edu.au.



Dharug Country
91 Pacific Highway
Hornsby NSW 2077
Australia

 +61 2 8438 7999
 +61 2 8438 7609
 barker.college

ABN 18 620 620 356