



Procedure for Handling Unfinancial Members

The following is the procedure to be followed by District Associations and Clubs when dealing with registered participants that haven't paid their accounts.

- Ensure that all participants receive a written invoice at the time of committing to the activity eg regular season/rep season/uniform etc.
- Ensure that the club/association keeps a copy of all invoices. Such invoices are to include a "Due Date for Payment".
- In the event of payment not being received by the due date, the club/association should include a letter to the person requesting that they pay the outstanding funds by a "Due Date", and include a copy of the previous invoice. Include a paragraph inviting the person to contact the appropriate club/association person if they are having difficulty in meeting the finance for payment or they dispute the invoice. Ensure that the contact details for the club/association person are included in the letter.
- If no response is received by the due date, send a final letter to the person from the President of the Club/Association stating the fact that after sending invoices and reminders the club/association has still not received payment of the outstanding amount. In the letter, explain that if the payment is not received within 7 days, the club will notify the District Association (or if it is a District Association – notify SQI) and the person may be declared unfinancial. Explain that being unfinancial prohibits them from participating in softball anywhere in Australia or Internationally.
- If the funds are not returned by the set date, the club collects all the relevant records and sends a copy to the District Association (a DA sends this to SQI) with a letter stating the circumstances. Ask the District Association to assist with recouping the money.
- If the District Association has no success in getting the person to pay, the District Association declares the person unfinancial and passes this information onto SQI together with a copy of all documentation from the club and District Association.
- Once the SQI office has received notification (and a copy of all the relevant documentation) from the District Association that a person has not paid the amount owed, SQI will issue a memo to all DA's/SAL/SSA's naming the person as unfinancial and notify the person of this status.

Note: This process applies to a situation whereby someone owes money, hasn't returned equipment or uniforms to the club/association and similar situations.