



# Changing Creditor Payment Details Policy

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## 1. Purpose

The creditor master file is a central file of all creditors, managed by Health Support Services (HSS) on behalf of WA Country Health Service (WACHS) using WA Health's implementation of Oracle Financials.

Creditors paid by WACHS Accounts Payable processes must be recorded within the creditor master file before payment can be made. This acts as a primary record of the creditor and contains details enabling payments to be processed.

Although [s612 Creditor Records](#) in the WA Health [Financial Management Manual](#) (FMM) specifies how creditor records are to be created, and how the creditor master file is to be maintained, this policy specifies the requirements to change the banking details in creditor records.

## 2. Policy

Creditor records are to be maintained centrally by HSS in the creditor master file.

All requests to change a creditor's banking details must be verified as legitimate.

A request to create or change a creditor record is to include all required supporting documents.

Prior to making a request to change a creditor's banking details, a validation check is to be performed by the WACHS Accounts Payable team.

This policy must comply with [Treasurer's Instructions TI](#) 5, which addresses general accounting of expenditure and payments that must be observed.

### 2.1 Changes to Creditor Records – Banking Details

Where a change is sought to be made to a creditor's banking details, the WACHS Accounts Payable team is to perform a **verbal** validation check using the following process, before the change request is submitted:

- calling the creditor to verify the changes, using:
  - contact details from an independent source (e.g. telephone directory, an official website, or an online register)
  - contact details from a previously paid invoice
  - contact details from the creditor master file, as a last resort.

The WACHS Accounts Payable team must carry out this verbal confirmation even when the request comes from site and site staff have confirmed they have already performed the check.

The WACHS Accounts Payable team may carry out additional checks as listed in FMM [s612 Creditor Records](#) P04., if deemed appropriate. However, please note this is in addition to the above verbal validation check that is required.

Verbal verification should always be the primary validation check performed unless verbal validation is not possible because the creditor is not contactable via telephone. This only applies to Contracted Medical Practitioners (CMP) and WACHS Locum medical professionals, who are not contactable because of overseas travel. In this scenario, only a valid WA Health email address should be used to contact the creditor for the validation check.

For all other processes related to creditor records, please refer to FMM [s612 Creditor Records](#).

### 3. Roles and Responsibilities

**The WACHS Accounts Payable team** is responsible for verifying requested changes to a creditor's banking details. This involves actioning verification of a creditor's banking details prior to requesting changes to be made by HSS iSupplier to the creditor's payment record in the creditor master file.

If staff have any requests for further information on creditor records, this can be directed to [WACHS.AccountsPayable@health.wa.gov.au](mailto:WACHS.AccountsPayable@health.wa.gov.au).

**All staff** are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

### 4. Monitoring and Evaluation

Monitoring of compliance to this policy is to be undertaken by the WACHS Accounts Payable Coordinator and WACHS Accounts Payable Team Leaders who are to:

- review the validation check completed and assess if suitable verbal confirmation has been obtained from the creditor.
- report identified concerns to the Principal Accountant, Financial Accounting, Analysis and Reporting, WACHS and the Manager Financial Accounting, Analysis and Reporting, WACHS

Audits may be conducted to ascertain compliance with this Policy. All records necessary to evidence compliance with this Policy should be retained on an official file.

An evaluation of the effectiveness of the policy is to be undertaken through feedback from WACHS creditors, WACHS Accounts Payable team and through any other findings.

This policy is to be evaluated as required to determine effectiveness, relevance, and currency. At a minimum it is to be reviewed every five years by the Manager, Financial Accounting, Analysis and Reporting.

## 5. References

[Treasurer's Instructions TI 5](#)

FMM [s612 Creditor Records](#)

## 6. Definitions

Term	Definition
<b>WACHS Accounts Payable team</b>	The WACHS Accounts Payable Coordinator, WACHS Accounts Payable Team Leaders and WACHS Account Payable staff
<b>WA Health email address</b>	The WA Health email address supplied to all WA Health employees (including CMPs when they have signed their Medical Services Agreements (MSA) engagement and WACHS Locum medical professionals) and are secure official emails

## 7. Document Summary

<b>Coverage</b>	WACHS-wide
<b>Audience</b>	All Staff
<b>Records Management</b>	Non Clinical: <a href="#">Corporate Recordkeeping Compliance Policy</a>
<b>Related Legislation</b>	<a href="#">Financial Management Act 2006</a> (WA) <a href="#">Financial Management Regulations 2007</a> (WA)
<b>Related Mandatory Policies / Frameworks</b>	<ul style="list-style-type: none"> <li>• <a href="#">Financial Management Manual</a></li> <li>• <a href="#">Financial Management Policy Framework</a></li> </ul>
<b>Related WACHS Policy Documents</b>	Nil
<b>Other Related Documents</b>	<ul style="list-style-type: none"> <li>• DOH <a href="#">Fraud and Corruption Control Guide</a></li> </ul>
<b>Related Forms</b>	Nil
<b>Related Training</b>	Nil
<b>Aboriginal Health Impact Statement Declaration (ISD)</b>	ISD Record ID: 3818
<b><a href="#">National Safety and Quality Health Service (NSQHS) Standards</a></b>	1.07
<b><a href="#">Aged Care Quality Standards</a></b>	Nil
<b><a href="#">Chief Psychiatrist's Standards for Clinical Care</a></b>	Nil
<b>Other Standards</b>	<a href="#">Treasurer's Instruction</a> TI 5

## 8. Document Control

Version	Published date	Current from	Summary of changes
1.00	24 April 2025	24 April 2025	New policy

## 9. Approval

<b>Policy Owner</b>	Executive Director Business Services
<b>Co-approver</b>	Nil
<b>Contact</b>	Manager, Financial Accounting, Analysis and Reporting
<b>Business Unit</b>	Business Services - Finance
<b>EDRMS #</b>	ED-CO-25-117294

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