



*Preston Neighbourhood House Inc.*

“Leading our community towards greater independence and quality of life.

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## **FEES & CHARGES POLICY AND PROCEDURES:**

### 1. AUTHORISATION

The Preston Neighbourhood House Committee of Management adopted this policy for 2009.

### 2. REVIEW DATE

**This policy shall be reviewed on or before December 2010**

### 3. SCOPE

*To whom does this policy apply and when?*

- *Participants enrolled in courses at the Preston Neighbourhood House.*
- *Participants in Child Care, 3 Year-old Kindy Play and Playgroup*
- *Staff and Volunteers*

### 4. DEFINITIONS

Words or phrases that are special to this policy or procedure, which might be unfamiliar or misinterpreted.

- **This policy relates to course Fees and not Hire of Facilities.**
- **Certain conditions relate to ACFE funded courses in terms of Minimum Rates and refund of Fees.**
- **Concession rates are offered to Commonwealth Health Card holders, Pensioner Concession Card and Veteran’s Gold Card holders, spouse & children.**
- **Details need to be verified upon enrolment for concession rates to apply.**
- **The Manager may use their discretion on a case-by-case situation for Financial Hardship.**

### **Related Documents:**

Ministerial directions on Fees and the Fee Maintenance Guidelines, available at [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

ACE Memo 2009/20: Ministerial Directions on Fees and Charges  
Supplement A – Business Requirements

### 5. POLICY

VALUES

### **MISSION STATEMENT:**

***“Preston Neighbourhood House will encourage and support the local community to increase independence and quality of life by providing high quality, accessible programs and services promoting social interaction, mutual support and skill development”***

### **PURPOSE**

**Preston Neighbourhood House is committed to providing fair and equitable access for individual and community groups to its courses and programs.**

Fees and charges are set down by the Committee of Management in conjunction with the Manager to provide low cost programs for the community.

### **ACFE FUNDED COURSE FEES**

Fees for ACFE funded programs will be set at \$1.08 per student contact hour or a minimum of \$50 per year for concession. Additional charges may be made for student services and amenities.

As a general rule, to present a sense of uniformity, fairness and equity to all, we attempt to standardise charges across our programs.

Specific rules will govern situations where students enroll in more than one Victorian Skill Guarantee course in a calendar year within the same course category or across categories.

The hourly rates specified for tuition fees for each course category are maximum rates, Providers may charge a lower hourly rate. But must not charge lower than the minimum set for a course.

***NB: Individual Payment Plans are available. Participants are encouraged to talk to the Manager if they are experiencing difficulty with the payment of fees.***

### **CONCESSION POLICY**

Concessions are offered to Commonwealth Health Card holders, Pensioner Concession Card and Veteran's Gold Card holders, spouse & children.

(Note: Refer to list of participants whose benefits qualify them for concessions as detailed in Ministerial Directions to Regional councils of ACFE.)

The Manager may use their discretion on a case-by-case situation for Financial Hardship.

### **FEE FOR SERVICE**

**Classes operating on a fee for service basis are costed to cover service and amenity provision.**

### **SERVICE & AMENITIES FEE**

A Service & Amenities fee may be charged to cover such things as photocopying and teaching resources.

## ACCOUNTS & RECORDS

- The accounts and records kept must clearly distinguish income & expenditure for fee-for-service training or further education from government funded training and further education.
- Separate general ledger accounts will record the receipt of income from fees from tuition for government funded training and further education, and payment of refunds,
- Records shall be kept, including evidence to support fee concessions and fee exemptions granted,
- Providers are required to maintain records of Student Services and Amenities Fees and Recognition of Prior Learning Fees as distinct categories from Tuition Fees.
- A provider may authorize a period of absence from otherwise continuous training and allow the student to resume the course later at the fee maintenance rate.

## 6. PROCEDURES

### List of relevant policies:

- Equal Opportunity and Non-discrimination
  - Privacy and Confidentiality
  - Grievance Procedures
  - Occupational Health & Safety
  - Fees and Charges
  - Enrolment
  - Charter of Human Rights
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- ◆ A minimum non-refundable deposit of \$20 is required to hold a place in a class for seven days. Full payment is due within this seven days in order to commence classes.
  - ◆ Enrolments will only be confirmed on **full** payment of fees.
  - ◆ All fees must be paid prior to the commencement of program.
  - ◆ The Manager or Office Manager is able to authorize payment by installments in special circumstances.
  - ◆ The Manager has the authority to authorize exemption from payment of fees on a case-by-case basis.
  - ◆ Full refunds are provided if the program is cancelled by the centre.
  - ◆ Or, for ACFE programs, an individual withdraws from a course within the first four weeks of the course.
  - ◆ An application for refund of fees should be made in writing.
  - ◆ All other cancellations will attract a \$20 administrative fee and refunds will only be given if at least five days notice of withdrawal is given prior to the scheduled commencement of program.
  - ◆ Notice of impending Fee increases will be passed on to participants prior to commencement of Term.
  - ◆ There will be a specific ledger line for “Fees Paid in Advance.” These monies are held in this account until such time as they fall due, at which time they are transferred into “Fees Income.”
  - ◆ Protection for Fees Paid in Advance is achieved by holding these monies against cash held at the bank and term deposits.

- ◆ PNH Manager monitors the balance of Fees Paid in Advance, and will make a monthly report to committee of management in the financial statement.

## **7. IMPLEMENTATION SUPPORT**

### **7.1 COMMITTEE STRUCTURE**

It is the responsibility of the Committee of Management to ensure that all staff and users are aware of this policy and that it is implemented within the centre.

### **7.2 KEY RESPONSIBILITIES AND AUTHORITIES**

- \* The Coordinator will be responsible to work with staff to ensure this policy is implemented within the centre.
- \* The policy may be viewed in the centre Policy Book.
- \* A copy of this policy will be available to all participants upon enrolment.
- \* The Committee of Management must formally approve any alterations to this policy and set due dates for review.

## **8. EVALUATION**

- \* Is the policy being successfully implemented?
- \* Have any implementation issues occurred which need to be referred to C.O.M?