



SUSSEX NEIGHBOURHOOD HOUSE Inc.

FEES AND CHARGES POLICY

1. Sussex Neighbourhood House is a not-for-profit incorporated organisation, and an Incorporated Association (Inc No. A0024700T).
2. Sussex Neighbourhood House acknowledges that many people in the Moreland Community are eligible for Centrelink benefits of various types. Therefore, in order to facilitate the participation of those experiencing disadvantage, Sussex Neighbourhood House will attempt to offer a concession rate of fees wherever possible, to facilitate access to/for people with very low incomes.
3. Sussex Neighbourhood House has an Access and Equity Policy and an inclusive Enrolment Policy both of which have implications for Fees and Charges.
4. *It is the role of the Manager to set the Fees and Charges after reference to all relevant statutory bodies and other House policies.*
5. All fees and charges will be kept as low as possible.
6. Sussex Neighbourhood House also accepts the binding nature of contractual arrangements with Government and other funding bodies and agrees to implement this fully in relation to fees and charges for these funded courses.
7. *Fees and Charges relating to Government funded training:*
 - a) *Concession on tuition fees or exemption from the minimum charge will be considered when it can be shown that payment of the general fee would result in extreme hardship for the participant.*
 - b) *Will comply with maximum and minimum fees as directed each year by the Minister.*
 - c) *Will comply with Government stated criteria for eligibility for Government subsidised training*
8. Concessions will be built in to maximise the access, equity and participation of individuals receiving Centrelink recognised benefits.
9. Course fees are required to be paid as confirmation of the student's enrolment. These fees are not refundable except where:
 - a student notifies the House at least seven days in advance of the course starting;
 - if the House cancels a course after a student has paid fees
 - the funding body controls the circumstances of refund ability
10. Defaulting on payments, may result in a participant being refused admission to subsequent courses.
11. Where the neighbourhood house has cancelled or has rescheduled a course or class leaving a student unable to attend that course or session, the student will then be offered a credit or a refund for the cost of that course or session
12. This policy will be reviewed every three years, or earlier if there are significant changes in the financial or funding context.

PROCEDURES

1. Fees and Charges will be set by the Manager as delegated by the Committee of Management in line with House policy and Ministerial directions.
2. Major changes to Fees and Charges will involve wide consultation with stakeholders, and will be presented to the Committee of Management for discussion. Changes such as annual CPI or others related to changing external costs will be implemented as required for the House to remain viable
3. In the case that a person is experiencing financial hardship related to fees and charges, they are encouraged to discuss their fees with the Manager. The Manager is empowered to exercise discretion with regard to fees after consideration of all relevant circumstances.
4. Participants will be given information relating to Fees and Charges when they inquire about courses and programs.
5. At enrolment, participants will be informed individually, of the refund aspect of this policy.
6. Fees, Charges and Refunds will be an item included in all checklists relating to information given to participants, and participants will be required to sign as confirmation of receipt of information.
8. All Fees and Charges received will be receipted, and the receipt/tax invoice will be made available to payer for his/her records.
9. Information relating to receipting of Fees and Charges paid, will be recorded in House records relating to participant's enrolment.
10. Participants will be offered and/or given a refund where it is indicated by the House Fees and Charges Policy.
11. The House holds funds in reserve for the purposes of providing refunds where applicable.