

<b>Policy Title</b>	<b>FEES AND REFUNDS POLICY</b>		
<b>Policy Number</b>	FIN03	<b>Version</b>	9
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**This Policy applies to:**

- The Manager
- Administration staff
- Any staff setting fees and managing refunds for individual programs or activities

**Purpose**

This policy provides guidance for setting fees and managing refunds for KNH programs.

**Introduction**

Kensington Neighbourhood House (KNH) charges fees for programs and activities to cover running costs and ensure the continued financial viability of the House.

KNH receives funding from various sources that support education and training and community development programs. In such cases, fees will be set in accordance with the funding organisation's policies and the funding agreement. As an Adult Community Further Education (ACFE) provider, KNH is obliged to follow the Ministerial Directions on Fees and Charges for government funded training. Low income will not be a barrier to prospective participants undertaking programs and activities. KNH is committed to keeping fees as low as possible to ensure courses and activities are widely accessible. KNH reserves the right to set concession fees and vary these amounts.

**Policy**

**Setting Fees**

Fees are to be reviewed annually by management and shall be determined as follows:

- **ACFE Funded Programs and Activities**

Tuition fees will be set in line with the maximum hourly rate and total concession fees as directed by the Minister for Skills and Training. In addition to the tuition fee KNH can elect to charge for materials, amenities and administration costs.

- **All other Programs and Activities**

Fees for all other programs and activities are set by KNH and consider the following factors:

- external funding available (eg. one off grants)
- total course delivery costs
- expected class sizes
- the need to break even or make a profit
- the target group's economic status and the program's mission
- market rates
- the consumer price index (CPI)

A break-even analysis tool is used to determine the viability of programs. When undertaking this analysis, KNH also aims to ensure that a diverse mix of programs is delivered (i.e. subsidised programs that align strongly with our mission statement, as well as profit making programs that are aligned to a lesser extent).

### **Concession Fees**

Both a full fee and a concession fee are set for most programs and activities. For some activities that benefit people on low incomes there may only be one low rate set.

To be eligible for a concession fee, a person, or his/her dependent spouse or child, must be in receipt of a government benefit and be a current holder of one of the following:

- Health Care Card
- Pensioner Concession Card
- Veteran Gold Card Concession
- Current Tertiary Student Card

### **Fee Information**

Information about fees should be clearly visible on all advertising material and brochures, and displayed at KNH to ensure that prospective course participants understand the fees and any other costs applicable.

### **Collecting Fees**

For ongoing programs and activities, participants are required to pay for the term in advance. For one-off workshops and activities participants are required to pay within 14 days of booking or before the date of the activity (whichever is earlier).

Participants who are experiencing financial hardship can negotiate to have their payment schedule varied or request to have their fees waived. Any such requests are at the discretion of the Manager.

The collection and recording of fees will comply with funding accountability, incorporation and financial auditing requirements.

### **Refunds**

Tuition fees for ACFE funded courses, will be refunded for up to four weeks after commencement of the course, only if the student notifies KNH of their intention to withdraw. The student will be refunded the fees and charges paid by or on behalf of the student, and may be charged a \$20 administration fee.

Refunds for non ACFE funded courses will be provided up to 48 hours prior to course commencement less a \$20 administration fee.

If a program or activity is cancelled at any time during the period of the participant's enrollment, the student will be refunded the pro-rata portion of any fees, which have not been used prior to the date of cancellation.

If a program is cancelled prior to commencement, participants will be refunded in full.

### **Supporting Legislation**

ACFE Ministerial Direction on Fees and Charges

Australian Auditing Standards

Australian Accounting Standards

Associations Incorporation Reform Act 2012