

POLICY

The Rosanna Fire Station Community House (RFSCCH) Management Committee are to ensure that all Fees, Charges and Refunds are fair and reasonable with consideration to the financial status of the House and the requirements to provide fair and equitable access for both the individual and community groups for its courses and programs.

1. GUIDELINES

- The Management Committee is responsible for the setting and approval of the cost of fees, charges, refunds and concessions relating to the services available at the RFSCCH.
- Fees for funded programs are to be set at an amount according to the funding guidelines provided with that funding.
- The Management Committee may waive a course fee on the grounds of extreme financial.
- Classes operating on a fee for service basis are to be charged to cover the cost of the service, administration and, the provision of amenities.

2. FEES AND CHARGES

- The Coordinator will ensure that participants are informed of all fees and charges relevant to the services they are accessing including any concessions that may be available to any participant that has Health Care / Pension / Seniors Card for class fees where stipulated in brochure.
- Fee and charges will be clearly listed in House brochures and in any advertising material.
- Notice of impending Fee increases is to be notified to existing participants prior to commencement of a new Term
- A class fee breakdown can be made available on request of a participant.
- Financial Hardship Payment Plans can be developed to offer participants who experience financial difficulties.

NB. Participants are encouraged to talk to either the Co-ordinator or admin assistant if they are experiencing difficulty with the payment of fees.

3. ENROLMENTS

- Classes are filled in order of receipt of payment for enrolment.
- A minimum non-refundable deposit of \$10 is required to hold a place in a class
- Enrolments will only be confirmed on full payment of fees.
- All fees must be paid prior to the commencement of programs unless arrangements have been made with the Co-ordinator.
- Should a participant withdraw from a class, an application for refund of fees is to be made in writing to the co-ordinator.
- The RFSCCH Coordinator & bookkeeper is to monitor the fees paid and make relevant reports to the Committee of Management

4. PAYMENT

- Payment of fees and charges may be made by Credit Card, EFTPOS, cheque or cash if enrolling in person at the House.
- A minimum \$10 deposit is required to secure an enrolment however full payment is required prior to course participation.
- Payment by credit card is required when enrolling by phone

5. REFUNDS

- There is an administration charge of \$10 for all class enrolments.
- Refunds or credits (including administration fees) will be given if courses are cancelled by the House.
- Fees will be refunded (less the \$10 administration fee) if a cancellation is received at least 5 days prior to course commencement and, subject to the place being filled by another student.
- Refunds (less the \$10 administration fee) are available for Childcare fees paid in advance.
- No refund on one day workshops.
- All refunds will be provided by cheque only. No cash refunds will be given.

6. MISSED CLASSES

- Participant may elect to transfer fees from a canceled class to another class of their choice.
- Where a participant in one course requests a "make-up" class for the one missed due to their inability to attend (and the class missed was held at the normally scheduled time, etc.) they must be refused unless the same course is being run concurrently by the same tutor and there is sufficient space in that alternate class. Permission to attend a 'make-up' class will be at the discretion of the tutor and the Coordinator.

PROCEDURES

1. REFUND PROCEDURE

- Notification of the withdrawal from class/ session and application for refund received in writing from participant.
- The refund application is forwarded to the Bookkeeper for processing
- Refund due is confirmed and authorised by Coordinator
- Cheque raised and issued to the applicant.

List of relevant policies:

- Equal Opportunity and Non-discrimination
- Privacy and Confidentiality
- Grievance Procedures
- Occupational Health & Safety
- Student Orientation