

Neighborhood House - Enrolment, cancellation and Refund

Policy number	67	Version	V1.0
Responsible person	CFC Executive Director	Approved by CoM on	23 May 2023
Scheduled review date	February 2025		

PURPOSE

This policy will provide clear guidelines within Neighbourhood House for:

- the setting, payment, and collection of fees
- ensuring the viability of the Craig Family Centre (CFC), by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided CFC.

POLICY STATEMENT

CFC is committed to:

- providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts
- maintaining confidentiality in relation to the financial circumstances of parents/guardians
- advising users of the service about program funding, including government support and fees to be paid by parents/guardians

Cancellation by Applicant

- Refunds can only be provided if the applicant provides more than 7 days' notice, in writing and submitted to communityprograms@craigfc.org.au
- If the applicant provides cancellation notice 8 to 14 days prior, a 20% administration fee will be deducted from the refunded amount.
- Refunds will not be given if Applicant cannot attend a class, or classes, during the term
- When cancellation notice is less than 7 days', refunds (less 20% administration fee) may be issued on a case-by-case basis, if a medical certificate is provided prior to the classes commencement to execdirector@craigfc.org.au

Cancellation by Craig Family Centre

- Classes may be cancelled by Craig Family Centre in the case of insufficient class enrolments or unforeseen circumstances. Applicants will be notified at the earliest convenience
- A refund will be provided if the class tutor/facilitator is unavailable, and/or if Craig Family Centre cancels the class, for the full amount of the class cost

Payments & hardships

- Full course payment is required for Applicant enrolment

- Flexible payment arrangements can be made in case of financial hardship. This will be discussed on a case-by-case basis with the Executive Director
- Casual attendance arrangements may be made on a case-by-case basis, discussed with the Executive Director
- Craig Family Centre does not offer pro-rata rates. If an Applicant wishes to enroll after the class has commenced, subject to availability, the Applicant will need to pay the full-term fee

LEGISLATIVE APPLICATIONS

Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Charter of Human Rights and Responsibilities 2006 (Vic)*
- *Child Wellbeing and Safety Act 2005 (Vic)*
- *Disability Discrimination Act 1992 (Cth)*
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011: Regulation 168(2)(n)*
- *Equal Opportunity Act 1995 (Vic)*
- *National Quality Standard*, including Quality Area 7: Governance and Leadership

OBJECTIVES

1. To ensure families are informed and adhere to the fee payment system.
2. Families recognise their responsibility to being prompt with payment.
3. The Executive Director & Administration Coordinator will ensure that all families are familiar with, and adhere to, The CFC policies and procedures regarding the enrolment and termination of an enrolment of a child at the service.
5. That booked sessions/groups/classes cannot be swapped or changed due to facilitators ratios to children's numbers.
6. Families recognise that all booked sessions/groups/classes are payable when child is not in attendance

PAYMENT OPTIONS

CFC offers families three fee payment options, they are direct debit, internet banking or EFPOS at the centre. The preferred methods include direct debit and internet banking.

CFC's Administration Coordinator is required to undertake training and be familiar with the fee payment requirement, understanding the policies and procedures relating to fee payment is a critical element of the role and responsibility of both positions.

The Administration Coordinator will ensure systems are in place to monitor and pursue any outstanding accounts.

Where families may be experiencing financial hardship, the Administration Coordinator will consult with the Executive Director to facilitate a resolution to outstanding fees.

EVALUATION

In order to assess whether the values and purposes of this policy have been achieved, the Craig Family Centre:

- seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints, and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy, and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required

notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary because of a risk