

Fees Information Handbook



Yarrunga Community Centre

76-86 Croydon Hills Drive, Croydon Hills VIC 3136

Phone: (03) 9722 8942 | info@yarrunga.org.au | www.yarrunga.org.au

Opening Hours: Monday to Friday 9am-4pm

ABN 62 340 040 053 | Incorporated Association No. A0036088A

Version 2: June 2018



1. INTRODUCTION

Background

Yarrunga Community Centre actively seeks a diverse range of revenue streams to ensure that its ongoing financial viability is not reliant upon any one funding body or income source. Yarrunga Community Centre is a member of Learn Local - a network of over 300 not-for-profit organisations across Victoria offering adult community education and training to people from all walks of life. Yarrunga also holds high importance in venue hire to Corporations, not-for-profit organisations, community groups as well as the general public.

Our Vision

Growing tall with the trees ... with established roots within the community ... a meeting place offering diverse and innovative programs ... fulfilling the needs and reaching out to all of the community.

Our Mission

Yarrunga responds to the educational, social, wellbeing, and leisure needs of our community in an inclusive and welcoming environment.

2. DESCRIPTION OF FEES CHARGED

Courses

Costs for Courses vary depending on the number of hours involved and any additional costs for materials that may be required. Yarrunga Community Centre Inc., will abide by all conditions and legal requirements regarding Fees and Charges for Government Funded courses as determined by the Ministerial Direction on fees and charges.

Tuition/Class Fee

The fee charged for provision of tuition in the selected course.

Student Services Fee

The fee charged for provision of amenities, including tea/ coffee.

Materials Fee

The fee charged for provision of materials for use in courses such as manuals or art equipment.

Admin Fees

Admin fees are charged as follows:

- ACFE Course Admin Fee
- Late Payment Reminder Fee
- Course Withdrawal Fee

Concession rates/discounts available

Concession card holders may receive a discount on their courses according to government standards. A discount applies to some courses for Concession card holders, or Seniors Card holders. A photocopy of the current cards is required upon enrolment to receive available concessions

Concession, Seniors Card or discount fees may be offered from time to time for specific programs. These may be in the form of a discount for couples to encourage men to use the Centre, or as an incentive for people to take on more than one class in a series.

As Living Longer Living Stronger is already running at very low cost recovery margin, a standard concession rate is not offered.

Student Services Fees may be discounted for financially disadvantaged learners at the discretion of the CEO.

Facility Hire

See also: Facility Hire Information Pack

Insurance - \$16.50 (without alcohol) / \$33.00 (with alcohol)

If you do not have your own current public liability certificate, we can arrange cover for your function through Maroondah City Council. Cost is \$33.00 per hire if alcohol is being consumed, otherwise \$16.50 per hire date. If you have your own insurance, please provide a copy of your certificate of currency. These amounts are current as at time of printing and are subject to change by Maroondah City Council.

Hire Bond – \$300 (without alcohol) / \$500 (with alcohol)

This will be refunded to the hirer by Credit Card (if paid by Credit Card) or Bank Deposit (if paid by cash or EFTPOS), less any amounts deducted by the Centre for repair of damage, extra cleaning required or security breaches (as per conditions of hire). If (after the bond has been returned) we are notified by council for a security breach, you will be liable and invoiced for the Security Call Out Charge as billed by the security company.

Booking Deposit - \$55 or cost of hire, whichever is the lesser value

A non-refundable deposit is payable to secure your booking date. This is payable upon return of the completed hire agreement form and will be deducted from the final hiring charge.

Hire Fees

Facility Hire fees are charged per hour and vary according to the room being hired and the nature of the hire (standard or frequent user). Not-for-Profit organisations and community groups (evidence is required) are offered a reduced rate. See Facility Hire Information for further details.

Admin/Other Fees

Fees may be charged as follows:

- Late Payment Reminder Fee
- Security Breach Fee
- Changes to Hire Fee
- Cleaning /Damage Fee

Social Groups

See also: Social Groups Procedures

These activities operate without a paid tutor or facilitator.

Membership Fees

A membership fee per participant for each social and interest group is payable per calendar year at the time of enrolment. This is not subject to pro rata.

Activity Fees

For social and interest groups using Yarrunga's rooms, additional fees are payable per activity session at Yarrunga plus any associated activity costs.

These fees are usually paid on the day of the visit; however, some groups may pay a scheduled fee in advance which includes these meeting fees (e.g. Yarrunga Writers). Any materials, manuals, or subscription fees will be added to the charge per visit or included in the additional scheduled term/annual fee (e.g. Book Club scheduled fee includes registration cost with Eastern Regional Libraries).

All fees are reviewed annually to ensure adequate provision for costs incurred by Yarrunga.

3. WAYS TO MAKE PAYMENTS

Direct Deposit / Internet Transfer

Payments can be made by direct deposit or Internet transfer to Yarrunga Community Centre Inc.'s Bank account as follows:

Bendigo Bank BSB 633-000 Account 141 312 843

In order to correctly identify your payment, please ensure that your INVOICE NUMBER and NAME are included in the details section of your internet or direct deposit transaction. Please provide a remittance advice to finance@yarrunga.org.au or send by post.

Cheque

Cheques should be made payable to Yarrunga Community Centre Inc. and may be posted to:
76-86 Croydon Hills Drive
CROYDON HILLS VIC 3136

or presented at reception for a receipt to be issued. Facility Hire bookings and enrolments are not secured until the cheque has cleared.

Cash

Cash should be presented at reception for a receipt to be issued. Please do not post cash.

Credit Card and EFTPOS

Credit card and EFTPOS facilities are available at reception, or credit card payments can be taken over the phone during office operating hours; Mon – Fri 9:00am – 4:00pm.

Yarrunga does not accept AMEX or Diners Club.

4. PAYMENT TERMS

See also: Fee Payment Policy

Courses

Fees for courses are to be paid 14 days before course commencement unless prior arrangements have been made. If a course commences and you have not paid or made arrangements to pay, we reserve the right to withdraw you from the class until payment has been received. Enrolments within 14 days of course commencing must be paid in full upon enrolment unless prior arrangements have been made.

Withdrawals from a course may incur a \$10 admin fee and must be notified in writing. Unless written notification has been received that you are withdrawing from the course at least 14 days prior to the course commencing, you are deemed to be enrolled and are liable for any unpaid fees associated with that course whether you attend or not. Please also refer to the Refunds Section below.

No credits are given for missed classes (unless a class was cancelled by us) although make-up classes may be available in certain circumstances (see section regarding make-up class policy).

Facility Hire

Hire fees are due in full 14 days prior to hire date unless prior arrangements have been made. Hire fees include a non-refundable deposit up to \$55. Cheque payments need to be paid at least 14 days prior to your hire date to allow for payment clearance.

In the event of default, the Customer will be liable for the collection costs incurred (see section regarding late/non-payment).

Social Groups

Membership fees are due upon joining the group. Activity fees are due on the day of the activity.

5. PAYMENT PLAN OPTIONS

It is Yarrunga Community Centre Inc.'s policy to have all fees received in full before commencement of the activity; however, we acknowledge that sometimes payment of these fees can present financial difficulties.

In these circumstances, a payment plan can be arranged to assist in paying fees. All applications for payment plans and subsequent discussions are treated in the strictest confidence.

Applications should be made on the Request for Payment Plan (Hirers) or Request for Payment Plan (Individual) form available from the Reception/Office. Yarrunga Community Centre Inc. may accept applications for the following payment plans:

OPTION 1 (for term-based activities/programs)

Outstanding fees to be paid in 3 equal instalments.

- 1st payment due prior to the commencement of activity or on application (whichever comes first).
- 2nd payment due by week 2 of the activity.
- 3rd and final payment due by week 4 of the activity.

OPTION 2 (for yearly-based programs)

Outstanding fees to be paid in monthly instalments:

- 1st payment due prior to the commencement of activity or on application (whichever comes first)
- 2nd and subsequent payments due monthly and are to be paid one month in advance.

OPTION 3 (for long-term facility hire)

Outstanding fees to be paid in monthly or term instalments:

- 1st payment due 14 days prior to the commencement of activity or on application (whichever comes first)
- 2nd and subsequent payments due monthly or by term and are paid in advance.

All payment plans, including payment frequency, dates and amounts for payment, are developed by the Finance Officer and Manager, and subsequently agreed to by the applicant. All fees and levies must be finalised by the end of term (for term programs), by the end of the calendar year (for yearly programs) or by the end of the hire period (for long term facility hire).

Failure to comply with the agreed payment plan may result in removal from the activity or cancellation of the hire.

For external agencies wishing to pay for student course fees, a Third Party Invoicing Agreement form should be completed, and submitted for approval by Yarrunga management. Yarrunga will invoice **accordingly to the program fee schedule. Terms of payment shall be adhered to as stipulated in the Third Party Invoicing Agreement.**

6. MAKE UP CLASSES

Yarrunga Community Centre Inc offers make up classes as a courtesy to participants in Living Longer Living Stronger Classes, who have notified Reception that they cannot attend one of their scheduled classes. Due to our high number of enrolments, “Courtesy Make up Classes” is subject to availability. There is no assurance that they will be able to be booked. Please be flexible with days when wanting to book a make-up class. Make-up classes are not transferable and must be completed in the same term as the missed class.

- 24 hour’s notification is required of no-attendance
- 3 Make up classes per term per student
- Make up classes are for extraneous circumstances only e.g. illness, caring commitments, compassionate leave.
- Make up classes outside the 3 per term are at the discretion of management

To Organise a Make Up lesson

You are asked to contact Reception to organise a make-up lesson.

Make-up lessons should be completed as soon as possible after the missed lesson. Do not leave your make-up lesson until the last week of term. You may miss out due to full classes.

Deviation from this policy, including application of pro rata fees, will only be applied upon Management approval and decided on a case by case basis.

7. REFUNDS

See also: ACFE Fees and Charges
 Facility Hire Information Pack
 Social Groups Discretionary Funds

Courses

If Yarrunga cancels a course for any reason, your fees will be refunded in full.

If you withdraw one week or more prior to the course start date, you will receive a full refund of the fees paid, less a \$10 administration fee.

If less than a week's notice is given, 50% of the fee will be refunded, less a \$10 administration fee.

If a course has already commenced, no refund will be given and you will still be liable for any unpaid fees.

An exception to the rule will be given upon presentation of a medical certificate. A \$10 administration fee will apply. Any classes within the dates on the medical certificate will be refunded either as a credit to be held for later use or refund via the payment method in which the money was received.

A transfer of paid funds to different program/day/time/person must be requested more than a week prior to the start of the program and will incur a \$10 administration fee.

Facility Hire

If we cancel your hire for any reason prior to hire date, your fees will be refunded in full.

Any booking changes and cancellations must be notified in writing at least 14 days prior to date of hire. Changes to bookings and invoices will incur an administration fee of \$10. If the required notice is not given, the agreed hiring fee shall be payable.

If you cancel your hire, the \$55 non-refundable deposit will be retained (or the cost of hire whichever is the lesser).

Hire Bond

All monies received for Bond payments will be receipted and banked.

Bond refunds will be paid by via the method in which it was paid e.g. Credit Cards. If paid by cash or EFTPOS, refund will be via Bank transfer, to the Hirer named on the application form.

The bond will be refunded to the Hirer within 21 days of the Hiring date, less any amounts deducted due to;

- Repair costs for any damage to the venue
- Cleaning costs to return the venue to the condition prior to the Hiring Date (if necessary)
- Any security breach charges
- Charges for additional hours of use

Social Groups

Refunds are only available for an activity that is prepaid but cancelled by the Yarrunga Community Centre.

8. LATE/NON PAYMENT

Non Payers will be sent a first reminder notice within 14 days after payment is due. Upon non-payment of monies after a further 14 days, a second reminder notice will be sent.

Upon non-payment of monies after a total of 45 days after payment is due, a letter of demand will be sent stating a debt collection service will be employed to cover outstanding fees if not paid within a further 7 days.

A debt collections service will be employed if payment has not been received after that final 7 day period. In the event of default, the Customer will be liable for the collection costs incurred as per the following clause:

In the event of the Customer being in default of his obligation to pay and the overdue account is then referred to a debt collection agency, and /or law firm for collection the Customer shall be liable for the recovery costs incurred and if the agency charges a commission on a contingency basis the Customer shall be liable to pay as a liquidated debt, the commission payable by Yarrunga Community Centre to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred percent recovery and the following formula shall apply.

$$\text{Commission} = \frac{\text{Original Debt}}{100 - \text{Commission \% charged by the agency (including GST)}} \times 100$$

In the event where Yarrunga Community Centre Inc. or agency refers the overdue account to a lawyer, the Customer shall also pay a liquidated debt the charges reasonably made or claimed by the lawyer on the indemnity basis.

Re-enrolment/ hire after payment of fees will be accepted at the discretion of the CEO.

9. ENQUIRIES

If you have any enquiries regarding this fees booklet, please feel free to contact our Finance Officer, Delise Nunis in person, or by phone or email.

finance@yarrunga.org.au

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Phone: (03) 9722 8942

10. RELATED DOCUMENTS

ACFE Fees and Charges
Request for Payment Plan (Hirers)
Request for Payment Plan (Individuals)
Third Party Invoicing Agreement Form
Social Groups Discretionary Funds
Facility Hire Information Pack
Request for Payment Form

Procedure passed by: Samantha Blackwell

Date: 6 October 2017