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## Fees Policy

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<b>Purpose of Policy</b>	To ensure fees charged to Participants by Knoxbrooke are equitable, represent fair value for service, recover costs, relate to the delivery of Knoxbrooke Community services to Participants and are promptly collected.
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<b>Policy</b>	<p>Knoxbrooke charges a range of fees to Participants who access services. These include:</p> <ul style="list-style-type: none"> <li>• <b>Attendance Fee</b></li> <li>• <b>Program Costs and</b></li> <li>• <b>Transport Fees</b></li> </ul>
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The **Attendance Fee** contributes towards the overall costs of providing the basic service that are not fully covered by the funding provided by the Department of Health and Human Services.

**Program Costs** are charged to cover the additional costs of the specific optional programs that the Participant participates in. These costs can typically include:

- external or additional tutors
- venue hire
- specific additional consumable resource materials and
- entrance fees to places of interest

**Transport Fees** are only charged to Participants who:

- access Knoxbrooke's transport service before and/or after the Knoxbrooke Community service between their place of residence and a Knoxbrooke location

A document detailing the current fee information and amounts is available from Knoxbrooke administration.

Participant fees are reviewed once per year and any movement is based on the Consumer Price Index (C.P.I.) adjusted by the effect on costs of specific price movement data such as fuel and wages increases.

Participants, primary carers and/or the Participant's financial administrator will be advised of all fees payable prior to commencing at Knoxbrooke.

**Attendance and Transport Fees:**

- fees will be charged for absences of less than 5 consecutive days
- additional fees will not be charged after the above 5 or more consecutive days of absence
- absences either side of a term break will incur no charge

**Program Costs** will be waived for all days absent from programs where ever possible. However if a program cost incurs a charge that Knoxbrooke would have to pay on behalf of the participant regardless of their attendance, this fee will be charged, (eg such as tutored programs, permanent venue hire, etc).

Knoxbrooke acknowledges that most Participants have limited incomes through the Disability Support Pension, Mobility Allowance or other sources and at all times endeavours to minimise fees charged to its Participants.

Participants who can genuinely demonstrate their inability to afford Knoxbrooke's fees can submit evidence of their position to the Chief Executive Officer and Financial Controller who will submit their case for reduction, deferment or wavier to the Board.

(In relation to the above refer also to the Knoxbrooke **Retrieval of Outstanding Participant Fees Policy and Procedure**).

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## Fees Procedure

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### Procedure

#### 1. Current Fees

Participant Fees currently charged are:

- Attendance Fee;
- Program Costs;
- Transport Fees.

#### 2. Attendance Fee

The Attendance Fee is:

- Charged to all Participants except where special arrangements have been made;
- Adjusted at the beginning of each calendar year based on the C.P.I. index movement and other specific price movements that directly relate to our cost structure;
- Exempt from GST.

#### 3. Program Costs

Program Costs are:

- Additional specific costs are charged on a pro rata basis dependent upon the Participant's participation in particular programs;
- Exempt from GST.

#### 4. Transport Fees

Transport Fees are:

- Charged to Participants who access Knoxbrooke's optional transport service before and/or after the Knoxbrooke Community service between their place of residence and Knoxbrooke locations;
- Charged at cost on a pro rata basis;
- Exempt from GST.

#### 5. Accounts

- All fees are charged on a monthly basis and an invoice will be sent detailing the charges.
- Accounts may be paid by cheque, cash, EFT, credit/debit card or direct deposit.
- All payments will be receipted. Knoxbrooke will maintain a record of all accounts issued and payments made.
- It is expected that accounts will be paid in full within 30 days of receiving the invoice.
- If full payment on time is not possible, alternative arrangements must be negotiated with the Knoxbrooke Financial Controller and approved by the Chief Executive Officer.
- If the account continues to remain unpaid, further action to recover the outstanding amount may be taken. Refer to the Knoxbrooke **Retrieval of Outstanding Participant Fees Policy and Procedure**.