



## SkillWise Activity Fees Payment Terms

### 1. Introduction

SkillWise activity fees are charged to reflect the additional costs that we incur for the purchase of materials, consumables and third-party venue costs where relevant. We aim to have a fair and reasonable approach and will manage payments according to the terms below:

### 2. Chargeable Items

- Activity fees, where relevant
- One-off short courses and workshops
- Sports subs
- Art canvases
- Events e.g. Christmas Party
- Donations and fundraising

### 3. Invoicing Process

- An invoice will be issued at the start of each term and will list each activity
- Where joining an activity mid-term, an invoice will be raised once placement in the activity is confirmed.
- Chargeable items such as one-off events will be invoiced ad hoc
- Chargeable items such as art canvases will be invoiced in arrears at the start of the following term
- Invoices will be emailed via Xero

### 4. Payment Methods

- **We cannot accept cash payments or cheques**
- Direct credit to the SkillWise bank account: **Westpac 03-1704-0029498-00**
- Eftpos – please pay at the SkillWise office
- Regular instalments into the SkillWise bank account, please contact us to arrange this
- A lump sum advanced payment to establish a credit account from which charges to be billed against i.e. \$50 deposited at the start of the year to pay for art canvases purchased throughout the year.

### 5. Expected Payment Date

- To enable SkillWise activities to operate effectively we require payment on the 20<sup>th</sup> of the month. If this is less than 21 days from date of the invoice, it will be the 20<sup>th</sup> of the following month.
- A reminder will be issued 7 days prior to the invoice due date.
- If not paid on time, weekly reminders will be sent until payment is received.
- A statement will be issued at the end of each term if there are amounts outstanding or credit balance on the account

## **6. Non-Payment**

- If no payment or agreement of instalments is arranged within 30 days of the invoice date this will be considered a non-payment of fees
- Non-payment will be addressed on a case-by-case basis with agreement from families and/or support staff. Possible outcomes include:
  - a review of the individual's timetable to identify more affordable options
  - agreement of an instalment plan
  - discontinue participation in relevant group activity.
- Repeat non-payment or non-payment beyond 30 days of the invoice date will be recorded by SkillWise and may impact on your ability to join paid activities in the future.
- In the case of repeat non-payment or non-payment beyond 30 days of the invoice date, your Community Facilitator will meet with you before signing you up for any other paid activities to come up with an agreement around how and when you will pay for the activities. If you do not meet the agreed payment date you will not be able to join the activity and/or will be removed from the activity immediately.

## **7. Closures or Cancellation by SkillWise**

- There is no charge during public holidays or scheduled SkillWise closures (Term Breaks, Christmas Holidays)
- Cancellations of activities by SkillWise will not be charged and a credit will be applied if relevant – see section 8 below.

## **8. Casual Non-Attendance**

- Casual non-attendance includes absence due to illness or personal holidays/events
- Casual non-attendance will still be charged at the specified session rate
- Casual non-attendance will not be refunded
- The reason for charging for non-attendance is to reflect the costs incurred for external tutors, venue hire, resources and materials that are pre-purchased according to the group size.

## **9. Prolonged Absences**

- Prolonged absences include extended illness, hospital stays or long holidays.
- Prolonged absences will be reviewed on a case-by-case basis and possible outcomes include:
  - putting a hold on the individual's attendance and suspending charges
  - discontinue participation in relevant group activity
  - refunding/crediting for the remainder of the relevant term – see Refunds section below

## **10. Credit Notes and Refunds**

- A credit note will be issued for any change of activity that occurs mid-way through a term where fees have been billed. There are two options for claiming the credit:
  - credit can be carried over into the next billing period for the same or a different activity or chargeable item
  - A refund can be requested

- Where a credit applies, it will be included in the next invoice and any outstanding balance billed accordingly
- Where requesting a refund, the credit amount will be refunded back into the account from which the original payment was made
- Where a person exits SkillWise mid-way through a term that has been paid in full, we will refund for the remainder of that term.
- Alternatively, you can choose to donate any credits back to SkillWise 😊