



MEMBERSHIP AND ASSOCIATED FEES POLICY

POLICY STATEMENT

Karratha Community House Inc. (KCH) provides play-based learning programs where families with babies and young children can meet regularly to participate in a range of engaging play experiences in a welcoming, relaxed, safe, inclusive and accessible environment. KCH membership is open to all families who reside within or are visiting the City of Karratha.

KCH relies on membership fees from members to cover the overhead costs associated with running this not-for-profit organisation. Without payment of these fees, KCH would not be able to provide the high-quality environment, programs and services it offers to members.

POLICY PURPOSE

The purpose of this policy is to:

- Provide clear and concise guidelines that outline the process in place for a person to become a KCH member and guidelines that each KCH member must adhere to; and
- Ensure that all existing and prospective members have a clear understanding of how fees are determined, what to do if they are unable to pay KCH fees, and what process are in place for recoup unpaid fees.

POLICY

Process of applying for membership

KCH membership is open to all families who reside within or are visiting the City of Karratha.

A family wishing to start attending KCH programs must complete and submit a *Membership Application Form*. This is typically completed via the Enrolmy website, however, a paper form can be requested from the KCH office if needed. The membership fee must be paid prior to attending any programs.

Membership records will be stored in accordance with the KCH *Privacy Policy* and *KCH Constitution*.

All members must agree to and abide by the KCH terms and conditions, which includes all KCH's client policies. These policies shall be maintained and made available to KCH members via the KCH website.

Any KCH member deemed to be in breach of KCH terms, conditions and policies, or whose behaviour is detrimental to KCH, is at risk of having their membership suspended or cancelled.

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Responsible person	KCH Chairperson	Scheduled review date	31/07/2023



Membership fees

Membership fees are determined at the Annual General Meeting (typically held in October of each year), to take effect the following calendar year.

Each new and existing member of KCH is required to pay a \$33 yearly fee to become a member of KCH. This membership covers their immediate family* for a period of 12 months:

- For new members, this is 12 months from the date of payment; and
- For existing members, this is 12 months from your membership anniversary.

For example: A family first signs up as a KCH member on 1 February 2023. They are late paying their membership renewal in 2024 by two weeks. This membership renewal covers them for the period 1 February 2024 to 31 January 2025.

* If a grandparent or other caregiver of a child(ren) whose family has a membership brings that child(ren) to programs, no additional membership is required.

Pro-rata fees are available to families who are planning to leave Karratha, in increments of a term (i.e. \$8.25 per term).

Example: An existing KCH member family's membership is due to expire in November, but they know they are leaving town at the end of the year. They still wish to access KCH programs in term 4 before they depart. They may request to pay \$8.25 in membership fees, to cover their membership until they leave town.

Membership fees are non-refundable.

Invoicing of Fees

Members whose membership is expiring will be emailed an invoice.

The KCH Office Administrator is responsible for issuing invoices.

Unpaid Membership Fees

Members who do not pay their membership fees within 7 days of the date stipulated on their invoice will be managed in accordance with the *KCH Late Payment of Fees Policy*.

Financial hardship

KCH does not discriminate against member who maybe facing financial hardship at a certain time in their life that is impacting on their ability to pay KCH fees.

Any member who has not paid their memberships due to financial hardship have the option to meet with the KCH Operations Manager to discuss a suitable payment plan.

This plan will be documented and a copy given to the member and a copy to be kept on site at the KCH office in accordance with *KCH Privacy Policy*.

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Passing on of merchant and other payment platform fees

Please note that fees charged by payment platforms shall be passed onto members in accordance with the following table:

Payment method	When used/available	Fees passed on*
Electronic funds transfer	Preferred payment method for all membership and program fees. Account details are provided on all KCH invoices and can be provided on request by the office team.	None
Cash	Over the counter during office hours at the KCH office.	None
EFTPOS	Credit card payments taken at the KCH office during office hours.	Mastercard credit: 1.04% Mastercard debit: 0.76% VISA credit: 1.25% VISA debit: 0.72% EFTPOS: 1.47% (Note: surcharges are also charged on declined transactions)
Stripe	Payment of invoices via Xero's payment platform	1.75% + \$0.30
Enrolmy	Payment of fees on the Enrolmy booking system	0.9% platform fee, plus: Stripe fees (see above) if paying by credit card. Direct debits fees of 1% + \$0.30, capped at \$3.50. \$2.50 for failures and disputes.
Humanitix	Event and raffle tickets being sold on the Humanitix platform.	2.5% + \$0.50 per ticket

*Correct at the time of publishing, however these are subject to change by the payment platform without prior notice. KCH will update these rates when notified of changes by the payment platform, or when this policy is due for review.

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Document Number	CL03	MODERATE RISK: Review every 2 years	Responsible Person	KCH Chairperson	
Version	Reviewed by	Changes Made	Review Date	Approved By	Next Review Date
1.0		Original documents, <i>CL03 - Membership Policy</i> and <i>CL04 - Membership Fee Policy</i> .		KCH Board	
2.0	Elise Gore, Kat Kellow, Vivienne Hardy, Kris Johnston	Consolidated policies. Re-titled, re-formatted, updated roles. Updated current fees, added pro-rata option and examples. Added passing on of payment platform fees. Removed late payment process and directed to <i>Late Payment of Fees Policy</i> .	04/02/2025	Chairperson	04/02/2025
2.1	Elise Gore	Westpac EFTPOS fees updated to align with average 2022FY surcharges.	16/02/2023	Chairperson	31/07/2023

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