



# FEE AND PAYMENT POLICY

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<b>Person responsible for review:</b>	<b>Operations Manager</b>

## INTRODUCTION

To deal with the payment of team match fees, and individual player fees for Season expenses, camps, uniforms and other minor expenses, Frankston & District Netball Association Inc (FDNA) needs a procedure that is flexible yet consistent with the need to protect the Association's financial position. This Policy includes any/all programs within the association, including but not limited to Peninsula Waves and Squad. Any reference to FDNA includes Peninsula Waves unless otherwise stipulated.

## PURPOSE

This policy seeks to ensure that fees are managed appropriately and that expenses incurred by the Association are adequately recovered from the members participating in the relevant event (in a timely manner) and that any discounts provided are managed in accordance with the agreed principles and process.

## Policy

All Fees must be paid in full on or before the communicated deadline unless alternate payment arrangements have been made and authorized by the Operations Manager (or delegate).

Consideration will be given to players in FDNA pathway programs facing financial hardship.

The Association will endeavor to ensure financial barriers to participation are minimized.

Grants and/or other funding will be widely promoted wherever possible.

Payment amounts & due dates will be communicated as early as possible, ensuring a reasonable time frame in which to pay.

Communication will not be sent to anyone under 18 years of age. Any young person (18-25 years) is welcome to ask for an adult to be included in communication/discussion regarding fees.

Consequences for players failing to meet payment expectations will be established by the relevant Administrator/Committee. Restrictions to equipment, training opportunities, match time and other Club resources may apply.

Peninsula Waves players whose contribution exceed 5 continuous years and who make meritorious contributions to the organization may be entitled to a loyalty discount.

# PROCEDURES

## RESPONSIBILITIES

### **Peninsula Waves (including Development Academy) and FDNA Representative Squad**

It shall be the responsibility of the Operations Manager to approve the fees/payment amounts owing for each event/season.

It shall be the responsibility of the Operations Manager and/or program administrator to consider any application by a player for a payment plan. If approved, it is the responsibility of the program administrator to ensure payments are received as agreed.

The program administrator is responsible for communicating the amounts & due dates to members.

It shall be the responsibility of the program administrator to manage the distribution of invoices or other fee/payment information to players, in a timely & user friendly manner.

### **FDNA Competitions (Club and individual team based)**

It shall be the responsibility of the Operations Manager to establish the court fees for each competition.

The program administrator is responsible for communicating the amounts to members, in a timely and user friendly manner.

Affiliated Clubs will be invoiced for the whole season, in advance, stipulating reasonable instalment dates and amounts.

Any other club or team may request to be invoiced and approval or denial of the request shall be at the Operation Manager's sole discretion. Consideration may be given to such things as past compliance, length of participation and any other factor the Operations Manager deems relevant. The program administrator may make recommendations to the Operations Manager.

## INVOICING

All invoices shall clearly detail the amounts owing and the products and services provided. Invoices are considered Tax Invoices and will clearly show the GST status.

Any discount should be identified and explained in the body of the invoice.

All invoice contacts shall have an email address and contact information stored in Xero (or equivalent system).

## **Waves and/or Squad**

Invoices shall be generated in the player's name for efficiency of administration. Communication will be had with Parent/Caregiver where the player is a minor. Invoices will clearly indicate a due date and the due date shall be with a minimum of two weeks' notice, where possible.

No uniform item will be provided to a player without payment in full.

## **Competitions**

Competition fees are set and communicated in advance of the season.

Invoices to Affiliate or other Clubs for a whole season (e.g Saturday competition) shall be sent at the beginning of the season. Instalment dates and amounts shall be stipulated in a user-friendly way.

Invoices to individual teams shall be sent to the team manager after approval by the Operations Manager. Instalment dates and amounts shall be clearly stipulated and must ensure that fees are paid in advance of the match played.

Administration or late fees may be added if payment is late and reminders are issued.

## **WAVES AND SQUAD ONLY**

### **Payment plans**

Requests for payment plans shall be directed to the program administrator. Requests for payment plans will not be considered until all forms are completed in full.

The program administrator will consider the suggested payment schedule & make recommendations to the Operations Manager for approval.

Only requests which provide payment in full prior to the end of the current playing season will be considered.

Approved payment plans are considered to be revoked if an agreed payment is missed, all fees become due immediately unless otherwise approved by the Operations Manager.

Any player who enters into an approved payment plan is expected to attend holiday clinics and other paid coaching opportunities, where appropriate, and will receive credit toward their fees in lieu of payment.

### **Refunds**

Requests for refunds from players who do not participate in the season, after being invoiced, will be assessed on an individual basis. The program administrator will receive any such requests and consult the Operations Manager before making a decision.

Consideration will be given to the reasons for withdrawal, length of service, other roles in the Association and/or any other relevant factor.

A fee will be retained to compensate for administrative workload in selections, invoicing & processing any refund.

## **Financial hardship**

Requests for financial assistance may be considered by the relevant committee and the program administrator. The Administrator will recommend the appropriate outcome upon consideration of relevant factors, including the program budget.

The Operations Manager will determine the outcome of any request for financial assistance.

The program administrator/subcommittee are encouraged to seek opportunities for players to access financial support toward payment of fees. A schedule of available Grants may be distributed to players.

Any player who receives financial assistance is expected to attend holiday clinics and other paid coaching opportunities; where appropriate, and will receive credit toward their fees in lieu of payment.

The program administrator/subcommittee are encouraged to seek appropriate opportunities for players to make a volunteer contribution to Waves/ the Association in recognition of the financial assistance.

## **Sponsorship**

From time-to-time sponsors may choose to allocate specific amounts to be allocated to players facing significant financial hardship and who have shown loyalty and continued service to the Association.

The sponsor may set a criteria for eligibility or choose to approve the program administrators recommendation of same. Eligibility criteria must align with the association's values and the principles of fairness and equity.

Any player may make an application for the allocation of sponsorship funding.

The relevant Subcommittee shall consider the application of said sponsorship amounts and document the decision-making process and rationale.

Any player who received sponsorship funding toward their fees is encouraged to attend holiday clinics and other paid coaching opportunities and may receive credit toward their fees in lieu of payment.

## **Discounts**

Players who are signed as training partners with an expectation of training throughout the season but not receiving match time will be invoiced fees for 50% of the full season amount to contribute to venue costs, equipment, coach payments and other relevant expenses.

Players who are elevated from training partner to team member during the season may be invoiced an additional amount to recognize their match time.

Players who have shown loyalty to Peninsula Waves VNL(only) through years of continuous service shall be entitled to a fee discount on a sliding scale comparative to years served:

6 years	20%
7 years	40%
8 years	60%
9 years	80%
10 years	100%

Players who have been selected at State and/or National level in the current year (year immediately preceding commencement of the current VNL season) shall be entitled to a 50% discount of fees if the following criteria is also met:

- Played a minimum of 2 consecutive years with the Club
- Current member of a VNL team

Any player in receipt of a discount to fees is expected to make a positive contribution to the Club and Association by way of attending holiday clinics, player appearances at grass roots events and similar.