REFUND POLICY

Help for non-English speakers

If you need help to understand the information in this policy please contact the school office.

PURPOSE

To provide a fair and equitable refund system for parents/carers. To ensure that the provision of services for students does not result in the school incurring direct costs or cause the school to run at a loss.

SCOPE

This policy applies to all refunds requested by parents/carers and provided by the school.

POLICY

If a service to be provided by the school is cancelled, parents/carers may request a refund of the cost of the cancelled service.

If your child is unable to participate in a service provided by the school, for example, excursion, camps or incursions, which have already been paid for, parents/carers may request a refund for the cost of the cancelled service.

Before the school processes a refund, evidence of payment must be provided. If the refund is due to an illness, a medical certificate is also required. The school will then issue a Family Receipt for the amount to be refunded. The Family Receipt will be held in credit, and available to the family for use at a later date.

Any refund request is to be approved by the Principal or their delegate, prior to execution. Refunds will be resolved at the Principal's discretion.

All claims for refunds must be made to the Business Manager (Finance) in writing within 14 days of the event.

Further details:

- No cash, cheque or direct debit refunds will be issued.
- Any voluntary financial contribution towards the cost of schooling, as made in accordance with the DET Parent Payment Policy, will not be refunded, as these payments are voluntary.
- Where the school is charged for the provision of a service as a bulk cost, a refund cannot be given. Examples of these bulk costs may include transportation, program delivery or participation costs.

- Where the school is charged for the provision of a service as a combination of a bulk charge and a per head charge, only the per head component may be refunded. Examples of per head costs may include charges for the number of students attending a program which are invoiced after the incursion or excursion.
- Deposits paid for school camps cannot be refunded unless the camp is cancelled by the school.

FURTHER INFORMATION AND RESOURCES

- Finance Manual — Financial Management for Schools
- CASES21 Finance Business Process Guide
    - Section 1: Families

POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2024
Approved by	School Council
Next scheduled review date	August 2028