

REFUND

POLICY

Rationale

The school must ensure that the provision of services, all excursions/camps/visiting groups/services, do not incur costs directly on the school or do not run at a loss.

Aim

To provide a fair and equitable refund system.

Implementation

Camps and Excursions: Students withdrawing from camps and/or in/excursions will not be automatically entitled to a refund.

Where the school is charged for the provision of a program or service as a bulk cost (e.g. clown incursion, or bus cost) and not a per head fee, no refund is able to be given.

Where the school is charged for the provision of a program or service on a per head fee (e.g. theatre ticket) refunds may be approved when:

- the school has not yet paid the fee to the provider, or
- the school is able to obtain a refund from the provider.

Where there is a combination of a bulk cost and a per head fee in an excursion (e.g. zoo visit), the bus charge is a bulk cost and the entry fee is per head fee, only the per head fee may be refunded.

Camps

There will be no refund for children withdrawn from camp as a result of medical conditions, behavioural issues or if they leave the school, once camp fees are paid. Refunds can be requested directly to the camp provider.

Swimming

There will be no refund for isolated lesson(s) missed as the cost of the bus and instructors are bulk costs (see above).

Essential Education Items

There will be no refund for Essential Education Items once Semester 2 has commenced. If a child leaves during Semester 1, Semester 2 fees can be refunded upon request.

Refund requests

Must be made in writing prior to the refund cut off timeframes detailed above.

Payments for future dated events (e.g. swimming, camps etc) will be fully refunded if the student leaves the school and the fees have yet to be paid by the school.

The principal has the discretion to approve refunds of items under extenuating circumstances.

Where a refund is approved, a credit will be applied to the family's account at the school for future use.

If a refund is approved, funds will be applied to any outstanding debts (and associated fees and charges) before any credits are applied to the parent/carer's account with the school. This may also include debts from previous years.

The principal may approve a once off payment to a parent /carer if their account with the school is in credit and there will be no further payments required of the family for that year (e.g. a grade 6 student leaving at the end of the year or a student leaving the school).

References

Finance Manual for Victorian Government Schools, Financial Services Division, Department of Education and Early Childhood Development, March 2014

<http://www.education.vic.gov.au/school/principals/finance/pages/guidelines.aspx>

Internal Controls for Victorian Government Schools, Financial Services Division, Department of Education and Early Childhood Development, January 2013

<http://www.education.vic.gov.au/school/principals/finance/pages/guidelines.aspx>

Review

This Policy will be reviewed as part of the 3-year cycle, or at any other time determined as necessary

This policy was last ratified by School Council in...

August 2016