



# Williamstown Primary School

## Parent Refund Policy

### 1. PURPOSE

This policy is developed to provide guidelines and outline circumstances in determining eligibility for a full or part refund for charges paid to the school for essential student learning items, materials, camps, excursions and extra-curricular activities and to ensure that the provision of optional services do not incur direct costs to the school.

### 2. SCOPE

This policy applies to:

- payments for camps, excursions, incursions, essential student learning items and extra-curricular activities which have not been fully accessed.

To be read in conjunction with Parent Payments Policy.

### 3. POLICY

#### Guidelines

- All refund requests must be made in writing.
- A request for a refund does not automatically equate to a full refund of monies paid.
- The policy will ensure that the provision of optional services (i.e. camps) do not incur direct costs to the school.

#### *Essential Student Learning Items:*

- Where payment has been received for the essential student learning items and the student is exiting the school, a pro-rata refund dependent on the number of terms the student has been enrolled at the school for may be applicable.

#### *Optional Items:*

- Students withdrawing from camps, excursions and extra-curriculum activities will not automatically be entitled to a refund.
- A refund (less any non-refundable deposit) will be payable to the parent/guardian if the Principal deems the withdrawal from the activity is due to unavoidable circumstances (i.e. illness). Proof may be required (e.g. medical certificate).
- Where the school is charged a 'group fee' as opposed to a 'per head fee', a refund cannot be calculated until all costs associated with the camp, excursion or incursion have been met.

#### Implementation

- The parent/guardian is to request in writing for a refund, with a stated reason, and to submit this to the School Office.
- Additional documentation may be provided by the family and attached to the Request for Student Refund Form (i.e. medical certificate or statutory declaration.)
- Business Manager to determine what individual costs have been incurred by the school.
- Business Manager, in consultation with the Principal, to approve refund.
- Parent or guardian notified of refund outcome.
- Refund payment is made as per CASES 21 Finance Business Process Guide through the accounts payable process

### 4. FURTHER INFORMATION AND RESOURCES

- Finance Manual for Victorian Government Schools: [Finance Manual — Financial Management for Schools](#)
- CASES21 Finance Business Process Guide
  - o [Section 1: Families](#)

### 5. REVIEW AND POLICY HISTORY

Procedures should be reviewed annually to confirm/enhance internal control. This policy will be reviewed annually by the Finance Sub-Committee.

This policy is due for formal review in April 2022 although it may be changed at any time as required after approval by School Council and the Principal or if guidelines change.

#### Policy History

<b>Version Approval Date</b>	<b>Summary of changes</b>	<b>VRQA Requirement</b>	<b>DET Mandated Policy</b>	<b>School Council Input</b>
April 2021	New policy	No	No	Approval required