



Policy Title	Parent Refund Policy		
Date approved	14/02/2023	Review Date:	14/02/2024
Revision No:		Revision Date:	

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Help for non-English speakers

If you need help to understand the information in this policy please contact the General Office on 9466 0900.

RATIONALE

To ensure there is a fair and equitable refund system in place at Reservoir High School following payment 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.

AIMS:

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.

GUIDELINES:

- 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, instrumental music) do not incur direct costs to the school

ESSENTIAL 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.
- Students changing subjects may be eligible for a refund for essential student learning items fees if changing between subject units, i.e. between Semester 1 & 2 and remaining at the school.
- No refund is available for material kits/material charges where the costs have been incurred for the project or the student has taken ownership of the materials/project, i.e. woodwork, food studies.

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:

- Parent refund Policy is to be communicated to parents via Website.
- Parent/Guardian/Student to complete a Request for Student Refund Form and return to General Office.
- Additional documentation provided by the family to be attached to the Request for Student Refund Form i.e. medical certificate or statutory declaration.
- Family Statement to be attached to Student Refund Form to demonstrate payment.
- Business Manager to determine what individual costs have been incurred by the school.
- Principal to approve refund.
- Parent or guardian notified if no refund is approved.
- Refund payment is made as per CASES 21 Finance Business Process Guide through the accounts payable process

COMMUNICATION

This policy will be communicated to our staff in the following ways:

- Available publicly on our schools website and Compass
- Included in staff handbook/manual

REVIEW:

This policy will be reviewed annually by School Council to confirm/enhance internal control procedures.

Proposed amendments to this policy will be discussed with Administration Staff, Leadership Team, Finance subcommittee, School Council.

References:

Cases 21 Finance Business Process