

Refunds Policy



Policy Name	Refunds Policy	Approved	Wednesday, 19 May 2021
Responsibility	Finance Sub-Committee	Review date	February 2022

Rationale

The Refunds Policy sets the conditions under which a refund of the school fees or other activities may be granted and defines how refunds will be administered by Cranbourne South Primary School (CSPS).

Aims

- To provide and communicate procedures for parents to follow when considering or requesting refunds for previously paid fees and charges.
- To ensure that the provision of services such as excursions, camps and visiting groups do not incur costs directly on the school, or do not run at a loss.
- To provide a fair and equitable refund system.

Scope

- The school is authorised to charge fees for optional activities, programs and services where it is appropriate to do so.
- The school is responsible to manage events in a manner that is cost neutral, that is, the school does not make a profit or a loss.
- Camps and/or providers (e.g, bus companies) may charge schools a “per head” amount according to the exact numbers who are planned to attend. Such costs are non refundable. A reduction of one student can have a high impact on the “per head” cost to other remaining students.
- Similarly schools regularly pay for perishables such as food, pre-paid tickets, or engage in non-refundable services such as swimming lessons, on behalf of parents who have indicated that their children will be attending.
- As the school budget cannot meet any shortfalls in funding due to the subsequent non-participation of a student who had previously indicated attendance in the activity, fees already paid may be refunded in full or in part, or not at all. Each case will be considered individually.
- Where there is a combination of a “bulk charge” and a “per head” charge **only** the “per head” charge may be refunded. To refund the whole charge will incur a loss to the school. For example:
 - An excursion to the zoo, the bus charge is a “bulk charge”, and the entry fee is a “per head” charge, Only the “per head” charge can be refunded.
- Where the school is charged for the provision of a service as a “bulk charge” and not a “per head” charge, the Principal will use their discretion to approve a refund.

Implementation

- A credit is the preferred method of refund, to allocate to any future charges that may occur.
- If a student leaves the school during the year a refund may be available with Principal approval.
 - All refunds will be calculated on the basis of the pro rata per term amount of the prepaid Essential Student Learning Items and other levies.
 - Refunds will only be paid by direct credit payment processed through CASES21.
 - If the students fees are paid in full, any unused items will be returned with the student.
- Requests for refunds must be requested in writing and approved by the Principal. The Principal has final discretion with all refund requests.
- Appeals may be made per the DET Parent Complaints process.

References

- Internal Control for Victorian Schools
- School Finance Manual for Victorian Government Schools
- Parent Payment Policy

Evaluation

This policy will be reviewed annually as part of a local review cycle.

CERTIFICATION

This policy was ratified at the School Council Meeting held at Cranbourne South Primary School, on Wednesday, 19 May 2021.

Signed.....

 School Council President

Signed.....

 Principal