



# REFUNDS POLICY

## Purpose

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).

## Aim

- 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.
- For students leaving the Victorian school system with unspent CSEF:
  - schools may allocate unspent funds to the student's siblings attending the same school once the student leaves school. This is the only time at which CSEF payments can be used for siblings.
  - remaining CSEF funds will stay with the school and may be used to assist any students in need with school-incurred costs for camps, sports activities and excursions.
- 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.

## Further Information and Resources

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

## Review Cycle and Evaluation

This local policy will be reviewed as part of CSPS's recommended review cycle.

## Due for Review

February 2022

## Certification

This policy was ratified at the School Council Meeting held at Cranbourne South Primary School on August 11, 2021.

Signed:

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Principal

Signed:

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School Council President