

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.

Scope

- 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.

Policy

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.
- Parent requests for refunds are subject to the discretion of the school and made on a case-by-case basis. Refunds will be provided where the school deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred.
- 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 levies.
- Refunds will only be paid by direct credit payment processed through CASES21.

Following DET guidelines, credit statements will be emailed during December.

Parent/carer is requested to indicate preference of credit use eg. refund, hardship donation, transfer to the child's next State school.

If a student departs at the end of the school year (for example a year 6 student) and does not have a sibling, and the parent has not communicated with the school per preference of credit, the amount will be transferred to the hardship program budget by 31st December of that calendar year.

Requests per preference of credit, 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.

Communication

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

- Available publicly on our school's [website](#)
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at staff briefings/meetings as required
- Reminders in our school newsletter
- Hard copy from school administration upon request

Further Information and Resources

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

Help for non-English speakers

If you need help to understand the information in this policy please contact CSPS office personnel and/or Principal.

Review Cycle and Evaluation

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

Mandatory Consultation

Consultation Group	Date Consulted
School Council Policy Sub Committee	Annually, Semester 1
Staff	As required
Parents	Via the iNewsletter and school website
Student leadership groups	As required

Due for Review

February 2026

Certification

This policy was ratified at the School Council Meeting held at Cranbourne South Primary School on Wednesday June 18, 2025.

Signed:



Principal

Signed:



School Council President