



SUNSHINE NORTH PRIMARY SCHOOL

REFUND POLICY

POLICY REVIEW AND APPROVAL

Policy last reviewed	17 th August, 2021
Consultation	Business Manager, School Leadership
Approved by	Principal
Next scheduled review date	August 2022

Rationale:

- Sunshine North Primary School charges families for a range of educational activities including essential educational items, excursions, incursions and camps. There will be instances when parents will ask for refunds of payments for a range of reasons (e.g. illness, withdrawal from the activity, leaving the school). Therefore the school needs to set guidelines on granting refunds.
- The provision of specialist activities and services for students, (e.g. excursions / camps / incursions, etc.) by the school can, at times, incur direct costs to the school, and cause the school to suffer a financial loss. The school often needs to pay for activities in full, prior to the day an activity is scheduled. Non-attendance by students, and subsequent requests for refunds in this situation, often results in a shortfall in receipts relating to covering the cost of an activity.

Aims:

To ensure that:

- There is a fair and equitable system in place should parents ask for refunds.
- The school will not incur a direct cost following a refund.
- Follow DET's Values of Accountability, Human Rights, Impartiality, Integrity, Leadership, Respect and Responsiveness.

Implementation:

- The Principal has the overall responsibility of implementing this policy, but may delegate certain roles to suitably qualified staff.

Camp/Excursions/Incursions

- Refunds will be given only if by doing so the school will not incur a cost:
 - Non-refundable deposits will not be refunded unless another student can fill the place.
 - Where the school is charged a "group fee" as opposed to a "per head fee" a refund of the "group fee" portion of the cost cannot be considered until all costs associated with the activity have been met.
 - Where a "per head" fee is charged, refunds will not be given if the withdrawal will change the number of instructors/teachers required according to a ratio and it is too late to change that number (swimming, camp).
- Refunds are not granted automatically upon request. The school will assess every request on its merit.
- All requests for refund must be in writing by filling in a refund request form provided by the school within 14 days of the event. In case of illness, a medical certificate will need to be provided before the refund request can be considered. This policy will be attached to the request form.
- Refunds can be authorised in writing only by the Principal and Assistant Principal.

- Refunds will preferably be given by crediting the amount to the student's account to be used to pay subsequent charges, or directly into a nominated bank account. No refunds will be made by cash.
- If the student has not paid the essential educational items, the money will be used towards that charge.
- Refunds will be processed once all outstanding costs are met.

Essential Learning and Educational Items

- If a student exits the school, at any point throughout the year, a refund of the Essential Learning Programs and Essential Learning Levies will be made on a pro rata basis. It will not be made for any part of any term in which the student has attended the school, no matter the duration of attendance in that term. (For example, a student departing at any point in Term 2 having paid the whole year's fees in advance, will be refunded for Terms 3 & 4.)
- A refund will not be given for the Essential Learning Class Supplies, as the student will take the supplies with them when they transfer.