

Parent Refunds Policy

Background

Pakenham Hills 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.

Purpose

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.

Essential Educational Items

- Only a partial refund can be considered, since – for example – books and pens can be used by other students, but exercise books and scrap books cannot be re-used. Therefore the school will consider a pro-rata refund if exiting the school.
- Any refund made will be reduced by the cost to the school of replacing lost or damaged books or any other school owned resource.

Evaluation

This policy will be reviewed each year to comply with DET policy changes.

Document Status

Reviewed	School Council Ratification	Next Review
march- Finance Sub Committee		