

## 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**

<b>Reviewed</b>	<b>School Council Ratification</b>	<b>Next Review</b>
march- Finance Sub Committee		