

# Refund Policy

(Ratified by School Council: November 2023)

## **PURPOSE:**

This policy is developed to provide guidelines and outline circumstances where payments made to the school can be refunded to parents/guardians.

## **GUIDELINES:**

### **Types of payments for which refunds might apply.**

School Councils are able to request contributions for education items and services from parents and guardians for students in Victorian government schools in the following categories:

- Curriculum contributions
- Extra- Curricular Contributions
- Other Contributions
- Uniform Purchases

All administrative and financial processes are compliant with Department of Education(DE) requirements, including CASES 21 financial reporting.

### ***Curriculum Contributions***

Voluntary financial contributions for curriculum items and activities which the school deems necessary for students to learn the Curriculum.

### ***Extra-Curricular Contributions***

Items and activities that enhance or broaden the schooling experience of students and are above and beyond what the school provides for free to deliver the Curriculum. These are provided on a user-pays basis.

These items can include:

- extra-curricular programs or activities e.g. instrumental music, innovation (advance learning) programs
- school-based performances, productions and events
- excursions and incursions
- additional school items such as student/ class photographs.

### ***Other contributions***

Voluntary financial contributions for non-curriculum items and activities that relate to the school's functions and objectives, for example for grounds maintenance or building trust.

### ***AGS Uniform Shop***

Refunds are subject to the supplier's policy which states:

- the items are returned within 14 days of the purchase date and the original sales receipt is present
- items must be in original condition as purchased, with all labels/tickets attached garment must not have been worn

- any refunds will be returned via the original payment method and
- Any end-of-line or clearance item sales are final

### **IMPLEMENTATION:**

School activities such as (but not limited to) incursions, excursions, camps and purchases must be paid for prior to the event and be accompanied by a signed parent authority where appropriate.

Refunds are all subject to the discretion of the principal on a case-by-case basis, and usually follow the guidelines below.

#### ***Curriculum Contributions***

- Refunds are not available for payments made for curriculum contributions items that are retained by the student.

#### ***Camps, excursions and incursions***

- Refunds are not available where payment for transport and entrance fees (etc) is a flat charge split across the number of students expected to attend.
- Refunds are not available when the school will be out of pocket
- Refunds may be available when the school receives a credit from a third-party provider involved in the camp or excursion.

#### ***Other Extra-Curricular Contributions***

- As these are usually charged on a user-pays basis, refunds may be available for payments made for these items. The following criteria must be satisfied.
  - The student has not participated in the service or received the item that has been paid for.
  - The school in turn receives a credit for payments where a third party is involved (eg. Instrumental teacher or admittance fees and charges)
  - The school is not out of pocket for any expenses

#### ***Other contributions***

All refunds of voluntary financial contributions are subject to the discretion of the principal on a case-by-case basis, and usually follow the guidelines below.

- Refunds can be provided on a pro-rata basis if a student ceases to be enrolled at Glen Waverley Primary School. A written request for refund should be directed to The Principal, Glen Waverley Primary School, PO Box 6, Glen Waverley 3150 or [glen.waverley.ps@education.vic.gov.au](mailto:glen.waverley.ps@education.vic.gov.au)

### **RELATED POLICIES:**

Department of Education and Training Parents Payments Policy

### **POLICY EVALUATION:**

Evaluation will be conducted annually by the Education Committee.

### **DUE DATE FOR REVIEW:**

Due for review in November 2024