



## Refund Policy

### Rationale:

- To outline the process of applying for a refund of any family payment made to the School.

### Aims:

- To ensure that the process of applying for a refund is straightforward and understood before any payments are made
- To ensure that the payment of the refund doesn't disadvantage the School in any way.

### Implementation:

- Implementation and approval is the responsibility of the Business Manager or their delegate
- Refunds will only be given in the following circumstances:
  - i. The activity or excursion has been cancelled by the School; or
  - ii. The School does not permit a student to participate or attend an activity or excursion due to suspension or behavioural consequence; or any other exclusions
  - iii. Serious injury/illness prevents the student from participating in the activity or excursion; or
  - iv. In such other cases as fair and equitable treatment warrants. Such decisions to be at the sole discretion of the Principal.
- Where a refund is requested in respect of a specific activity or excursion, whether a one off event or a continuing program, a full refund will be made only where;
  - i. All Essential Student learning Items have been paid, and:
  - ii. No financial loss is incurred by the school due to it having already committed financially to the event or activity by way of a deposit and/or where the school has committed to student numbers.
- Where the School has incurred unrecoverable expenses, a pro rata share of these expenses may be deducted from any refund payable due to a student withdrawing, or being withdrawn, from the activity or excursion (eg a pro rata contribution to the cost of a bus to the activity may be retained, with the entry fee being refunded).
- Refunds will only be processed upon the Parent/Guardian completing a Request for Parent Refund Form (See attached)
- The Request for Parent Refund Form will provide for payment by direct deposit.
- This policy will be made available to parents on the School website and at the School office.

### Evaluation:

- This policy will be reviewed annually by School Council to confirm and enhance internal control procedures

This policy was last ratified by School Council on: **December 2<sup>nd</sup> 2021**

# REQUEST FOR FAMILY REFUND (DIRECT



Student Name: ..... HG: .....

Amount: ..... Receipt: .....

Reason for Refund: .....

Account Name: .....

BSB:..... Account Number: .....

Signature:..... Date: .....

### Office use only

Attachments: Family Statement

Receipt or Receipt Report

Family code: \_\_\_\_\_

Fee Code: \_\_\_\_\_

Subprogram \_\_\_\_\_

GL code \_\_\_\_\_

GST Code: \_\_\_\_\_

Invoice Amount: \$ \_\_\_\_\_

Invoice Batch Number: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

Credit Note/Refund Amount: \$ \_\_\_\_\_

Credit to be refunded

Credit to be applied to outstanding fees:

List of fees for credit:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Prepared by: \_\_\_\_\_ (signature)

Program Leader \_\_\_\_\_

\_\_\_\_\_(signature)

**Finance Manager:**

Details verified:

GST Code for Credit Note:

Credit raised (DF31021 or DF31010) *(if required)*:

Batch No.:

\_\_\_\_\_

Credit allocated to outstanding fees invoices or:

Payment processed (DF31071):

Batch No.:

\_\_\_\_\_

Payment Allocated to Credit/Unallocated Receipt: