



Refund



Policy

Rationale

This Policy sets out the conditions under which the refund of parent/guardian payments may be granted and defines how refunds will be considered and administered by Kororoit Creek Primary School.

Kororoit Creek Primary School encourages all students to participate in camps, excursions, incursions and the swimming program. Parents/guardians are responsible for payment of these activities. The Department of Education requires all schools to ensure that these activities do not run at a loss, and as a result, incur costs to the school (as per the *Department of Education and Training Internal Controls for Victorian Government Schools 2015*).

Policy Statement

To ensure that the process of applying for a refund is:

- Straightforward
- Understood before any payments are made
- Ensure that the payment of the refund doesn't disadvantage the school in any way

Definitions

- The Payment refers to monies received by the school for an activity or an event. ***The school will not refund Curriculum Contributions.*** The school is not responsible for refunding 3rd party charges i.e. Genesis Music.
- The School refers to Kororoit Creek Primary School

Implementation

Payment of Refunds

- No cash refunds will be made under any circumstances as per the *Department of Education and Training Internal Controls for Victorian Government Schools 2015*
- Refunds will be made to families as a credit, applied through the CASES21 program following approval by the Principal and School Council. These credits can be used against any future payments that are outstanding for the family and will be allocated through CASES21.
- Refunds may be paid to families by direct deposit if the family provides bank account details following approval by the Principal and School Council.

Provision of Refunds – General

Students withdrawing from excursions and incursions are not automatically entitled to a refund.

- Where **NO COST** is incurred by the school, a full refund will be payable to the student when:
 - The Principal deems the student’s withdrawal was unavoidable e.g. Illness. Proof of reason for withdrawal may be requested in such circumstances

- Where **SOME COST** has been incurred by the school, a partial refund will be payable to the student withdrawing when:
 - The Principal deems the student’s withdrawal was unavoidable. In such cases the refund will be the full amount paid by the student, **less expenses incurred by the school** as a result of the withdrawal
 - Where there is a charge ‘per head’ for transportation, this component of the charge is not refundable as this would incur a loss to the school.

- Where **FULL COST** has been incurred by the school no refund will be payable to the student.

Provision of Refunds – Camps

- This information will be provided to parents prior to requesting any commitment to camps.
 - Refunds will not be provided for non-refundable deposits, where this has been communicated by the school prior to the collection of the deposit
 - Refunds will be considered for student non-attendance and withdrawal from a school camp where the Principal deems the student’s withdrawal was unavoidable. Proof of reason may be requested. The amount refunded will be determined in line with the reimbursements received by the school as per the suppliers/providers refund policies
 - Where a student’s behaviour is deemed unacceptable and results in the student being sent home from a camp, no credit will be given

Provision of Refunds – COVID-19

- By agreeing to take part in Camps and Excursions, parents/guardians understand that if the event is interrupted by COVID-19 related reasons, the school will not be able to refund any amount that can not be recouped from the supplier/provider. If the event is cancelled due to COVID-19, then the only amount refundable will be made based on what is refundable from the supplier/provider. Kororoit Creek Primary School will not be able to refund any part of an event not recouped by the supplier/provider.

This policy will be made available to parents on the school website and on request.

Evaluation & Review

This policy shall be reviewed as part of the School’s three year review cycle or if guidelines change.

This policy was last ratified by School Council on 15th December 2023

Next Review: December 2026

Kororoit Creek Primary School has a zero tolerance for any form of child abuse