

PARENT REFUNDS POLICY

Background

Golden Square Primary School charges families for a range of educational activities including essential education items, excursions, incursions, activities and camps. There will be instances when parents will ask for refunds of payments for a range of reasons including illness, withdrawal from or cancellation of an activity and leaving the school.

As per the Department of Education's Parent Payments Policy, refunds should be worked out on a case by case basis at the local school level and schools have the discretion to provide refunds to families and should do so where it is reasonable and fair (for example, if the school has not incurred a cost).

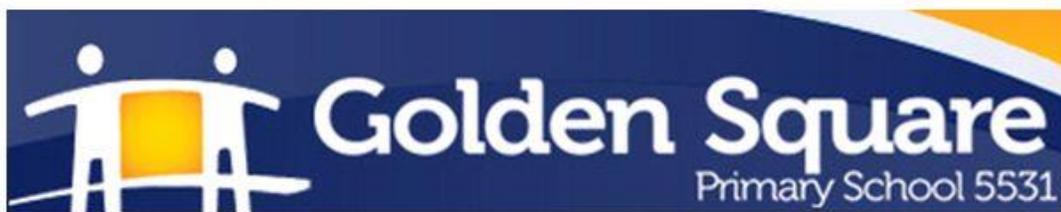
If the school has incurred costs, the school should act reasonably and take into consideration the Financial Help for Families Policy and relevant arrangements, including support for families experiencing hardship. For example, schools should consider refunding families for unavoidable event cancellations if a family experiences a crisis or sudden serious illness and the student can no longer attend the event.

If the school decides to provide a refund, then parents need to agree and advise the school where the refund should be paid. If that agreement cannot be reached, the refund is usually paid into the account from which the money came. Where the payment was made in cash, the school should wait until the parents reach an agreement and advise the school.

Implementation

- Refunds will be given only if by doing so the school does 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*, refunds will not 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/buses etc required and it is too late to change.
- 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 the refund request form supplied by the school.
- Refunds will preferably be given by crediting the amount to the student's account to be used to pay future charges, or directly into a nominated bank account. No refunds will be made in cash.
- If the student has not paid the essential education items, the money will be used towards that charge.

School Council Approval Date	Review Date
September 2020	September 2021



REQUEST FOR REFUND

Name of Student: _____ Class: _____

Event: _____

Reason for request: _____

Amount: _____

Refund method (tick one):

Credit Student Account

Direct Debit

BSB: _____

Account Number: _____

Account Name: _____

Signature: _____

OFFICE USE ONLY

Date processed _____ Processed by _____