

OAKLEIGH SOUTH PRIMARY SCHOOL

REFUND POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the school on (03) 9570 1016.

PURPOSE

Oakleigh South Primary School must ensure that the provision of services for students, (i.e. excursions / incursions / camps / visiting groups / services) do not incur direct costs to the school, nor cause the school to run at a loss.

Oakleigh South Primary School will implement the measures outlined below, in accordance with DET guidelines. This policy intends to safeguard and protect the staff involved in the receipting and collection of monies and minimise the risks associated with cash handling.

AIMS

To provide a fair and equitable refund system.

IMPLEMENTATION

- Parent requests for refunds are subject to the discretion of the school and made on a case-by-case basis. Refunds will be provided where the school deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred, the Department's Parent Payment Policy and Guidance, Financial Help for Families Policy and any other relevant information.
- Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund is able to be given.
- Where a "per head" fee is charged, refunds are able to be given subject to discretion.
- Where there is a combination of a bulk charge and a "per head" charge in an excursion e.g. visit to a zoo, the bus charge is a bulk cost and entry fee is per head cost. Only the "per head" component is able to be refunded.
- All claims for reimbursements must be made in writing within 14 days of the event.
- The co-ordinator of the camp, excursion or incursion will have the capacity to review special circumstances on an individual basis.
- When students pay for lost library books and subsequently find the books, no refund of payment will be given after 14 days from the date of receipt of the student payment.
- Oakleigh South Primary School, School Council will determine how refunds will be processed and any refunds processed through the EFTPOS terminal (minimum refund amount of \$50.00 and a maximum refund amount of \$500.00, approved with signatures) will be recorded in a refund register. For refund amounts less than \$50.00 or greater than \$500.00, parents/carers will be refunded a credit to their personal school account or request a refund that will be credited to a nominated bank account by completing the **Parent Request for Credit/Refund/Donation Form** and emailing the form to Jo Chapple (Business Manager) Joanne.Chapple@education.vic.gov.au for processing.
- Should a school camp, excursion, incursion or event where payment is made through the school be cancelled, parents/carers will receive a refund on all payments made. The school will notify parents/carers through the school's digital communication channel (Compass) within 72 hours of the cancellation with detailed instructions on the processing of refunds. Parents/carers will be refunded a credit to their personal school account or request a refund that will be credited to a nominated bank account by completing the

Parent Request for Credit/Refund/Donation Form and emailing the form to Jo Chapple (Business Manager) Joanne.Chapple@education.vic.gov.au for processing.

- Should a school event (e.g., school production tickets) paid through TryBooking be cancelled, the school will notify parents/carers through the school's digital communication channel (Compass) within 72 hours. Refunds to parents/carers will be provided through the school's TryBooking account and refunded via the same payment method as the original transaction.
- Refunds involving a Third Party the school may use for other school events will be subject to the organisations terms and conditions.

COMMUNICATION

This policy will be communicated to our staff in the following ways:

- Included in staff induction processes and staff training
- Included in staff handbook
- Discussed at annual staff meetings

This policy will be communicated to our parents/carers on the Oakleigh South Primary School website.

EVALUATION

This policy will be reviewed annually by School Council to confirm/enhance internal control procedures. Proposed amendments to this policy will be discussed with Administration Staff, the Leadership Team, and School Council.

POLICY REVIEW AND APPROVAL

Policy last reviewed	17/04/2023
Approved by	Principal, Ron Cantlon, 26/04/2023.
Next scheduled review date	April 2024