



REFUND POLICY



Help for non-English speakers

If you need help to understand this policy, please contact the school on 57544354 or mount.beauty.ps@education.vic.gov.au

BACKGROUND

Mount Beauty Primary School requests financial contributions from families as outlined in the Department's Parent Payment Policy for curriculum contributions, other contributions, extra-curricular items and activities, and educational items. We understand that there will be instances when parents/carers will ask for refunds of payments for a range of reasons (e.g. illness, withdrawal from the activity, leaving the school).

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 [Financial Help for Families](#) any other relevant information. More detailed information can be found below.

PURPOSE

To ensure that:

- There is a fair and equitable system in place should parents ask for refunds.
- The school will not incur a direct cost following a refund.
- Follow DET's Values of Accountability, Human Rights, Impartiality, Integrity, Leadership, Respect and Responsiveness.

IMPLEMENTATION

The principal has the overall responsibility of implementing this policy but may delegate certain roles to suitably qualified staff.

Cost of Extra-Curricular Items and Activities

Mount Beauty Primary School offers a range of items and activities that enhance or broaden the schooling experience of students and are above and beyond what the school provides in order to deliver the curriculum. Parents will be invoiced for these items on a user-pays basis in accordance with the Department's Parent Payment Policy. Examples include some camps and excursions, Year 6 polo shirts, annual maths competition.

Mount Beauty Primary School can also request Curriculum Contributions towards the costs of camps and excursions that are required by all students to meet Curriculum outcomes. The cost of all **Extra-Curricular Items and Activities** (including camps and excursions on a user-pays basis) are to be paid by parents/carers unless alternative arrangements have been agreed to by the principal prior to the

excursion. All families will be given sufficient time to make payments for all activities. Consent forms will have clearly stated payment amounts and payment finalisation dates.

Mount Beauty Primary School will make all efforts to ensure that students are not excluded for financial reasons. Families experiencing financial difficulty are invited to discuss alternative payment arrangements with the Business Manager/Principal. The Business Manager/Principal can also discuss family eligibility for the Department's Camps, Sports and Excursions Fund (CSEF), which provides payments for eligible students to attend school activities, including camps and excursions. Applications for the CSEF are open to families holding a valid means-tested concession card or temporary foster parents and are facilitated by the school. Further information about the CSEF and the application form are available at the [Camps, Sports and Excursion Fund](#) page on the Department's website.

If a camp or excursion is cancelled or altered by the school, or a student is no longer able to attend part or all of the camp or excursion, our school will consider requests for partial or full refunds of payments made by parents/carers on a case-by-case basis taking into account the individual circumstances.

Refunds will be given only if by doing so the school will 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" as opposed to a "per head fee" a refund of the "group fee" portion of the cost cannot 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 required according to a ratio and it is too late to change that number (swimming, camp).

All requests for refund must be in writing by completing a refund request form provided by the school within 14 days of the event. In case of illness, a medical certificate will need to be provided before the refund request can be considered.

Refunds can be authorised in writing only by the Principal and Business Manager.

Refunds will preferably be given by crediting the amount to the student's account to be used to pay subsequent charges, or directly into a nominated bank account. No refunds will be made by cash.

Cost of Other contributions – for non-curriculum items and activities

Payments made by parents/carers for voluntary items such as student wellbeing programs, first aid equipment and school grounds maintenance and improvements will not be refunded.

Cost of Curriculum Contributions

Students who exit the School within 2 terms of commencement will be eligible to apply for a refund according to the below table of family financial contributions.

CLASSROOM CONSUMABLES, MATERIALS & EQUIPMENT	PRO-RATA REFUND/TERM
ONLINE LEARNING SUBSCRIPTIONS	PRO-RATA REFUND/TERM
INCURSIONS / SWIMMING	REFUNDED IF EXITED PRIOR TO EVENT
BUS TRAVEL (SPORTS DAYS)	REFUNDED IF EXITED PRIOR TO EVENT
PREP READER / LIBRARY BAG	NOT REFUNDABLE
HEADPHONES	NOT REFUNDABLE

FURTHER INFORMATION AND RESOURCES

This policy should be read in conjunction with the following Department policies and guidelines:

- [Parent Payment Policy](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2025
Approved by	School Council 20 th February 2025
Next scheduled review date	February 2026