



Refunds Policy

PURPOSE

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

AIM

To provide a fair and equitable refund system.

POLICY

Templestowe Valley Primary School will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. Generally we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.

No refunds can be given for voluntary payments.

IMPLEMENTATION GUIDELINES

Where possible, segregation of duties will be maintained so that no individual will be responsible for more than one of the following:

1. 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.
2. Where a "per head" fee is charged refunds are able to be given subject to discretion.
3. 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.
4. All claims for reimbursements must be made in writing within 14 days of the event.
5. The Principal will have the capacity to view special circumstances on an individual basis.
6. Points 3 and 4 to be included on all excursions/camps/visiting groups/services notices where there are charges.
7. 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.

FURTHER INFORMATION AND RESOURCES

- [School Financial Guidelines](#)
- **Finance Manual for Victorian Government Schools**
 - [Section 3 Risk Management](#)
 - [Section 4 Internal Controls](#)

Date:	10/02/2022	Ratified by School Council:	NA	YES	NO	Date: 14/2/2022
Review Cycle:	Annually	Staff Consultation/Endorsed:	NA	YES	NO	
Review Date:	February 2023	Community Consultation:	NA	YES	NO	

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, Principal Class members, Finance Sub-Committee and School Council.

REVIEW CYCLE

This policy was last updated on 10/2/2022 and is scheduled for review and endorsement in February of each year.

Review Cycle

ENDORSED:

<i>Role</i>	<i>Name</i>	<i>Signature</i>	<i>Date</i>
<i>School Council President:</i>	<i>E Wong</i>		<i>14 Feb 2022</i>
<i>Principal:</i>	<i>Alison Rees</i>		<i>14/2/2022</i>