



Donvale Primary School

Request for Refunds Policy

Policy Statement

This policy sets out the conditions under which the refund of the school fees may be granted, and defines how refunds will be administered by Donvale Primary School.

The school must ensure that the provision of services, excursions, camps, and visiting groups, do not incur costs directly on the school, or do not run at a loss.

Rationale

To provide a fair and equitable refund system.

Implementation

- Requests for refunds must be given in writing and approved by the Principal
- Refunds will only be paid by cheque or direct credit payment processed through CASES21, following approval by the Principal
- Where there is a combination of a bulk charge and a per head charge in an excursion e.g. a visit to a zoo, the bus charge is a bulk charge, and the entry fee is a per head charge, **only** the per head charge is able to be refunded, if to refund the whole charge is to incur a loss to the school
- Where the school is charged for the provision of a service as a bulk charge and not a per head charge, the Principal will use their discretion to approve a refund that has been requested in writing with an explanation, and approving the refund does not cause the school to incur a cost for the provision of said service/ excursion.
- Principal has final discretion with all requests for a refund

References

- Internal Control for Victorian Schools
- School Finance Manual for Victorian Government Schools: Refunds to Parents 3.10.7

Evaluation

This policy is to be reviewed on an annual basis following the AGM and Election of new School Council members.