



REFUND POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact our office staff at Bourchier Street Primary School (Ph:58213488) who will arrange for a translator to communicate with you.

RATIONALE

The School Council has the responsibility to ensure parents/carers and students receive appropriate refunds whilst also monitoring an equitable system which ensures parents/carers provide information to the school in a timely manner.

PURPOSE

- To ensure parents/carers are made aware of school charges in a timely manner.
- To ensure parents/carers inform the school of changes to circumstances regarding attendance at camps/excursions/incursions in a timely manner.
- To ensure opportunity is available for all students who take part in the camps and excursions program, whilst also ensuring the program is conducted on a financial viable basis.

POLICY

Refunds

- 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.
- Generally payments will not be refunded for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, "Extra Curricular Items or Activities". Where possible, this will be made clear to parents at the time of payment.
- Families will need to request any refund prior to the Student Transfer process being finalised. A "Bourchier Street Primary School Refund Application Form" must be completed before any refund can be considered. No cash refund is available – all refunds will be processed through a Bank Transfer.

Camps & Excursions: See "Camps & Excursions Policy" for information regarding refunds of camps & excursions.

COMMUNICATION

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

- Included as annual reference in school newsletter
- Made available in hard copy from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	21 st February 2024
Approved by	School Council
Next scheduled review date	February 2025