



# 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	26 <sup>th</sup> February 2025
Approved by	School Council
Next scheduled review date	February 2026