



REFUNDS POLICY

PURPOSE

To implement a refund policy that complies with the Department's policy requirements.

SCOPE

This policy applies to the refund of parent payments made to Bayswater Secondary College for student camps, excursions and incursions and other expenses.

POLICY

Schools have the discretion to provide refunds to families and should do so where it is reasonable and fair (for example, if the school has not incurred a cost). Refunds should be worked out on a case-by-case basis.

If the school has incurred costs, the school should act reasonably and take into consideration the financial help available for families and relevant arrangements, including support for families experiencing hardship. For example, schools should consider refunding families for unavoidable event cancellations if a family experiences a crisis or sudden serious illness and the student can no longer attend the event.

If the school decides to provide a refund, then families need to agree and advise the school where the refund should be paid. If that agreement cannot be reached, the refund is usually paid into the account from which the money came. Where the payment was made in cash, the school should wait until the family reach an agreement and advise the school.

CAMPS AND EXCURSIONS

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

Generally, the school will not be able to refund payments made for costs that have already been paid where those funds have already been transferred or committed to a third party and no refund is available to the school.

Where possible, the College will provide information about refunds to families at the time of payment.

FURTHER INFORMATION AND RESOURCES

- School Policy and Advisory Guide: Parent Payments
- Financial Manual for Victorian Government Schools
- Camps and Excursion Policy

REVIEW CYCLE

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, Leadership Team, School Council.

APPROVAL

Created date	Term 4 2022
Endorsed by	College Council
Next review date	Term 4 2023