

Refunds Policy

RATIONALE:

For the viability and breadth of programs, the college seeks a financial contribution from parents in order to pay for extracurricular items and activities which are offered on a user-pays basis. This policy is developed to provide guidelines where there is a request by parents/carers for refund of such payments made to the school.

PURPOSE:

This policy applies to:

- All refunds to parents/guardians for payment of School Council approved payments.

GUIDELINES:

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.

Types of payments for which refunds may apply include extracurricular items and activities such as; camps, excursions and incursions.

POLICY:

Mullauna College has developed this refund policy in conjunction with the Department of Education Resources (as detailed below) and College Council. In all cases where deposits are required, and paid the deposit will be non-refundable and the following statement will form part of the information sent to parents.

"Please note that the deposit for this activity is non-refundable."

IMPLEMENTATION:

Refund for the following reasons:

- Medical (Certificate must be supplied) - Please contact the Business Manager in relation to medical refunds.
- Event Cancelled (due to insufficient interest)
 - Where a school cancels an overseas trip, camp or excursion a credit should be placed against families for that activity if the activity is likely to be rescheduled. This credit can be drawn on later (unallocated credit). Refunds maybe requested and in consultation with the Leadership team be approved on a case by case basis.
 - If the activity is not likely to be rescheduled, schools should provide a refund to the family. Further information is provided at Refunds for cancelled oversea trips, camps and excursions (DET).
 - Calculation of the refund:
- Calculation of Refunds: The refund is dependent on the timing of the withdrawal/cancellation of the event/activity/camp as the College will need to recoup payments that have been outlaid in good faith on behalf of the student/s prior to calculating the refund.
- Change of Subject – If a student elects to change units after Charges Payment Day, an administration cost of 10% will be deducted from the total refundable portion of each charge. A Credit Note will be applied to the parent/guardians' account. Where parent payments have been paid in full the family may request a refund.

VET

The refund is dependent on the timing of the withdrawal as the College will need to recoup payments that have been outlaid in good faith on behalf of the student prior to calculating the refund. Please contact the Business Manager in relation to refunds.

ENRICHMENT PROGRAMS & INSTRUMENTAL MUSIC

If a student decides not to continue with this activity a refund will depend on the ability of the College to recoup the costs for the activity. A 10% administration cost will be deducted from the refund.

If a student withdraws then the incurred budgeted costs of buses, administration and deposits may be charged against any refund payment.

PANDEMICS

Subject Contributions:

Refunds are not required for subject contributions. These contributions assist the college to deliver curriculum which has continued during online teaching. Whilst curriculum has been delivered differently, costs have been incurred to support offsite and online learning i.e. rather than classroom materials being used, there have been additional costs incurred by schools for printing, postage and online learning platform subscriptions.

Events/Camps/Enhancement Programs:

- Where a school cancels an overseas trip, camp or excursion a credit should be placed against families for that activity if the activity is likely to be rescheduled. This credit can be drawn on later (unallocated credit).
- If the activity is not likely to be rescheduled, schools should provide a refund to the family.
- Calculation of Refunds: The refund is dependent on the timing of the withdrawal/cancellation of the event/activity/camp as the College will need to recoup payments that have been outlaid in good faith on behalf of the student/s prior to calculating the refund.

REFUND PAYMENTS

Please Note – Where a refund payment is applicable please email the request with your BSB and Account Number to: mullauna.sc@education.vic.gov.au and Attention to: The Business Manager.

FURTHER INFORMATION AND RESOURCES

- [Finance Manual for Victorian Government Schools](#)
 - [Section 4 Internal Controls](#)
 - [Section 11 Expenditure Management](#)Available from: [School Financial Guidelines](#)
- [Schools Electronic Funds Management Guidelines](#)
- CASES21 Finance Business Process Guide
 - [Section 1: Families](#)
- [Internal Controls for Victorian Government Schools](#)
- [ICT Security Policy](#)
- [Public Records Office Victoria](#)
- [Archives and Records Management Advice for Schools.](#)
- Managing the Financial Impact of the Coronavirus (COVID-19) response
 - <https://edugate.eduweb.vic.gov.au>
 - Support & Services -Tab

EVALUATION:

This policy will be reviewed every three years, with recommended changes being presented to School Council.

ENDORSED:

College Council: 22 March 2022

Date of next review: 2025