

# Avondale Primary School

## REFUND POLICY



### Statement of Commitment to Child Safety

*Avondale Primary School is a child safe organisation which welcomes all children, young people and their families.*

*We are committed to providing environments where our students are safe and feel safe, where their participation is valued, their views respected, and their voices are heard about decisions that affect their lives. Our child safe policies, strategies and practices are inclusive of the needs of all children and students.*

*Avondale Primary school's approach to creating and maintaining a child safe school environment is guided by our school philosophy and values. At Avondale Primary School our vision is 'to create a community that strives for excellence through high quality learning, engagement and wellbeing for all.'*

*We have no tolerance for child abuse and take proactive steps to identify and manage any risk of harm to students in our school environments.*

*We promote positive relationships between students and adults and between students and their peers. These relationships are based on trust and respect.*

*When child safety concerns are raised or identified, we treat these seriously and respond promptly and thoroughly.*

*Particular attention is given to the child safety needs of Aboriginal students, those from culturally and linguistically diverse backgrounds, international students, students with disabilities, those unable to live at home, children and young people who identify as lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ+) and other students experiencing risk or vulnerability. Inappropriate or harmful behaviour targeting students based on these or other characteristics, such as racism or homophobia, are not tolerated at our school, and any instances identified will be addressed with appropriate consequences.*

*Child safety is a shared responsibility. Every person involved in our school has an important role in promoting child safety and wellbeing and promptly raising any issues or concerns about a child's safety.*

*We are committed to regularly reviewing our child safe practices, and seeking input from our students, families, staff, and volunteers to inform our ongoing strategies.*



### Help for non-English speakers

If you need help to understand the information in this policy please contact the school office on 9318 1755.

## PURPOSE

To outline the conditions under which a refund of parent/carer payments may be granted and define how refunds will be considered and administered at Avondale Primary School.

## POLICY

At Avondale Primary School, we are committed to providing a safe and supportive learning environment where students are encouraged to participate in camps, excursions, incursions and other extra curricula activities.

Parents/carers are responsible for payment of these activities through the preferred school payment methods. There may be instances when families will request refunds of payments. The Department of Education requires all schools to ensure that these activities do not run at a loss, and as a result, incur costs to the school (as per Department of Education and Training Internal Controls for Victorian Government Schools 2015). Schools have the discretion to provide refunds to families and should do so where it is reasonable and fair.

# Avondale Primary School

## REFUND POLICY



### DEFINITIONS

Payment refers to money received by the school for an event or activity.

### IMPLEMENTATION

Schools may ask parents/carers to make voluntary financial contributions and payments to the school under the following categories:

- Curriculum contributions, including materials and consumables not defined as instruction, administration and facilities for the education of the student
- Non-curriculum items and activities that relate to the school's functions and objectives
- Extra-Curricular Items and Activities e.g. camps, excursions and incursions

Profit and loss statements will be run for each activity involving a cost.

Accurate records, including attendance, will be kept and stored; non payment/ attendance must be noted on the profit/loss statement.

### ***Refunds***

Refunds of any payment paid in advance may be made where:

- A student ceases enrolment at Avondale Primary School
- A student does not participate in any event or program for which a specific charge is payable and reasons provided align with this policy ; or
- In such other cases as fair and equitable treatment warrants.

Refunds are all subject to the discretion of the Principal on a case-by-case basis, and follow the principles below.

### ***Enrolment***

Where a student leaves the school during the year and the full amount of Parent Payments has already been paid, a pro-rata refund for the terms the student is yet to attend will be provided.

Refunds will not be made for any part of any term in which the student has attended Avondale Primary School, no matter the duration of attendance in that term. For example, a student departing at the end of term 1 having paid the whole year's fees in advance, will be refunded for Terms 2, 3, and 4.

### ***Camps, Excursions and Incursions***

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

- The cost of all camps, excursions and incursions are to be paid by parents/carers unless alternative arrangements have been agreed to by the Principal prior to the event.
- All families will be given sufficient time to make payments for all activities. Compass event details will clearly state payment amounts and payment finalisation dates. Students who

# Avondale Primary School

## REFUND POLICY



have not finalised payment by the required date will not be allowed to attend unless the Principal determines exceptional circumstances apply.

- Avondale Primary School will make all efforts to ensure that students are not excluded for financial reasons. Families experiencing financial difficulty are encouraged to discuss alternative payment plan arrangements with the Business Manager/Principal prior to the payment due date. The Business Manager/Principal can also discuss family eligibility for the Department's Camps, Sports and Excursions Fund (CSEF), which provides payments for eligible students to attend school activities, including camps and excursions. Applications for the CSEF are open to families holding a valid means-tested concession card or temporary foster parents and are facilitated by the school. Further information about the CSEF and the application form are available at [Camps, Sports and Excursions Fund](#).
- Refunds will be given only if by doing so the school does not run at a loss, and as a result, incur costs to the school
- A partial refund only of any camp or excursion payment shall be payable to the student withdrawing when the school deems the student's withdrawal was unavoidable but has incurred expenses relating to the withdrawal. In such cases, the refund will be the amount paid by the student, less expenses incurred by the school as a result of the withdrawal.
- Where a "per head" fee is charged, refunds will not be given if the withdrawal will change the number of instructors/teachers required according to a ratio and it is too late to change that number e.g. swimming, camp.
- Where the specific activity, whether a one off event or a continuing program, has to be cancelled by the school due to unforeseen circumstances, a full refund will be provided.
- No refund of camp or excursion payment will be payable to the student withdrawing when the school deems the withdrawal was avoidable and has incurred the full costs of the camp or excursion.

### **Swimming Program**

As the swimming program fee is calculated in advance based on the number of students participating and the number of instructors required, a refund will only be made for students who do not participate at all in the program, provided that the school deems the student's withdrawal was unavoidable, e.g. illness supported by a medical certificate.

Partial refunds for missed classes are not available once the program has started as the school is invoiced for all participants for the full program.

### *Other contributions*

All refunds of voluntary financial contributions are subject to the discretion of the Principal on a case-by-case basis.

# Avondale Primary School

## REFUND POLICY



### Processing refunds

- Refunds will only be processed upon the Parent/Guardian completing a Request For Parent Refund Form within 14 days of the event
- Refunds can only be authorised in writing by the Principal and Business Manager
- In case of illness, a medical certificate will need to be provided before the refund request can be considered
- In the case of a refund being requested and approved, a credit against outstanding or future charges will be offered in the first instance. Should there be no outstanding or future charges, a refund will be provided via direct deposit to the parent/carer's nominated bank account.
- EFTpos refunds will not be issued
- No cash refunds will be made under any circumstances.

### COMMUNICATION

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

- Available publicly on our school's website
- Reminders in our school newsletter
- Hard copy available from school administration upon request

The following sentence will be used on all requests for payment from the school e.g. parent contributions, fees, camps, excursions, "this notice is issued in accordance with the Avondale Primary School's Refund Policy, a copy of this policy may be obtained from the main office or from [Avondale Primary School's Website](#)".

### POLICY REVIEW AND APPROVAL

Policy last reviewed	28 November 2023
Approved by	Principal Finance Subcommittee School Council
Next scheduled review date	28 November 2024