

Refund Policy



Help for non-English speakers

If you need help to understand this policy, please contact 9740 8666

Purpose

The purpose of this policy is to set out how our school will manage refunds in accordance with applicable Department of Education and Training policy and law.

Scope

This policy applies to:

- all staff/responsible persons involved in management of funds transacted electronically
- all transactions carried out by Sunbury West Primary School via the methods set out in this policy

Policy

The school must ensure that the provision of services for students (i.e. excursions / camps / visiting groups / services) do not incur direct costs to the school.

The school will be unable to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend and the payment has already been made or committed to a third party and no refund is available to the school. Where possible, this will be made clear to parents/guardians at the time of payment.

Implementation

Sunbury West Primary School believes that the Camps and Excursion program is highly beneficial for students and provides opportunities for particular learning experiences that cannot be gained in the classroom.

Sunbury West Primary School encourages all students to participate in camps and excursions.

There will be occasions when a student needs to withdraw from a camp or excursion after they have made payment.

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made or committed to a third party and no refund is available to the school. Where possible, this will be made clear to parents/guardians at the time of payment.

Students withdrawing from camps and excursions will not be automatically entitled to a refund.

1. Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund will be available until all outstanding costs are met.
2. Where a “per head” fee is charged refunds can be given **except** if the event is governed by the number of instructors required – e.g. swimming
3. Where there is a combination of a bulk charge and a “per head” charge in an excursion (e.g. visit to a zoo where the bus charge is bulk cost and the entry fee is a per head cost, only the “per head” component can be refunded.
4. Deposits paid for school camps will be non-refundable unless either cancelled by the school or at the Principal’s discretion.
5. The ‘Camps and Excursion Refund Request’ form must be completed for all reimbursements within 14 days of the event. Forms available from the office.
6. Refunds will be processed once all outstanding costs are met.

Communication

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

- Provided to staff at induction
- Discussed at staff meetings/briefings as required
- Made available publicly on our school website
- Included as annual reference in school news
- Made available in hard copy from school administration upon request

Further Information and Resources

- Finance Manual for Victorian Government Schools
 - [Section 3 Risk Management](#)
 - [Section 4 Internal Controls](#)
 - [Section 10 Receivables Management and Cash Handling](#)Available from: [Finance Manual — Financial Management for Schools](#)
- [Schools Electronic Funds Management Guidelines](#)
- CASES21 Finance Business Process Guide
 - [Section 1: Families](#)
- [Internal Controls for Victorian Government Schools](#)

Policy Review and Approval

Policy last reviewed	Feb 2025
Approved by	School Council
Next scheduled review date	Feb 2026