

REFUND POLICY



Help for non-English speakers

If you need help to understand the information in this policy please email upwey.south.ps@education.vic.gov.au. Or telephone 9757 0200.

PURPOSE

To ensure that the provision of services for students (i.e. excursions, incursions, camps, extra-curricular activities) do not incur direct costs to the school, cause the school financial loss. All activities are cost on a basis of entry, transport and numbers attending. All activities are user pay basis (unless Government funding is available) and cost neutral to the school.

SCOPE

This policy is developed to provide guidelines and outline circumstances in determining edibility for a full or part refund for charges paid to the school by families.

POLICY

It is the responsibility of the parent/carer to request any refund in writing within 21 days of the event taking place, refund applications are available at the school office.

The following settings will be considered by the school when determining if a refund is applicable:

- i. A request for a refund does not automatically mean a refund/full refund of monies paid.
- ii. Parent Payment Contributions are non-refundable.
- iii. Refunds will not be determined until all accounts relating to the activity have been received and processed.
- iv. Any refunds granted will be in the form of a credit on the family, or direct credit into the parent/carer bank account.
- v. Where an event is cancelled by the school, and the event is unable to be rescheduled for a later date a credit will be applied to the family account.
- vi. On an individualised basis, where the Principal deems the student's withdrawal was unavoidable (eg: illness). Proof of reason for withdrawal may be requested in such circumstances, prior to a refund being actioned.

- vii. Where there is a combination of a bulk charge and a “per head” charge for an event (eg: visit to the zoo), the bus charge is a bulk cost and the entry fee is a “per head” cost. Only the “per head” component is able to be refunded.
- viii. CSEF amounts that have been allocated to events will not be refunded, but held in credit on the student’s account for use as intended by Department of Education and Training (DET) guidelines. Visit: <https://www.vic.gov.au/camps-sports-and-excursions-fund>
- ix. The Principal will have the capacity to review special circumstances on an individual basis.

COMMUNICATION

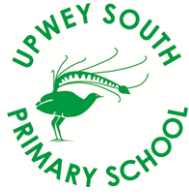
This policy will be communicated to our staff in the following ways:

- via a Compass post to existing families
- via the school website for public access
- as part of transition documents for new families to the school
- included in staff documentation.

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2026
Approved by	Principal
Next scheduled review date	February 2027

Family Payments



Refund Application Form Credit on Account

Student Name: _____ Grade: _____

Student ID Number: Family ID:

Amount of Refund Requested: \$ _____

Refund for: _____

Reason for Refund Request: _____

This refund will be provided as a credit on your account

Paid into your nominated bank account BSB: _____ Account No: _____

Name of Parent/Carer: _____

Signature of Parent/Carer: _____ Date: _____

Office use only:

I confirm entitlement to a refund of \$ _____

Refund to be processed as a Credit on account

Name of Finance Officer approving refund: _____

Signature of Finance Officer approving refund: _____ Date: _____

Copy of Statement or Family Matching Transaction Report attached

