Woongoolba State School
Achievement our goal
1219 Stapylton-Jacobs Well Road, Woongoolba QLD 4207
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https://www.woongoolbass.eq.edu.au *Woongoolba State School*

Refund Policy

1. INTRODUCTION

At Woongoolba State School we are committed to providing a safe and supportive learning environment for students, staff and volunteers. The Department of Education receives government funding to deliver educational services on behalf of the Queensland Government and, as such, cannot charge for products or services that are covered by this funding.

However, the department does offer some value-added services that fall outside of this funding and may attract a fee. These fees are administered locally by schools in line with departmental policy.

State schools are able to charge a fee for:

- Recovery of costs for services that are not part of instruction, facilities or administration, such as:
  - Resources provided to students through Student Resource Schemes
  - Extra-curricular activities (e.g. sports excellence programs)
  - Excursions, camps, performances, graduations, formals and other events
- Hire fees for the use of departmental facilities and equipment (outside of curriculum purposes)
- Charges for commercial activities, including school canteens, uniform shops and Outside School Hours Care services

2. PURPOSE

The purpose of this policy is to provide information to parents/carers in relation to the requirements and policy for issuing refunds. A school fee is directed to the purpose for which it is charged. However occasionally refunds may need to be issued to a student, parent or carer for one of the following reasons:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred by the school; or
- Any other reasonable reason where a refund is legitimately required.

3. GUIDELINES

The following guidelines are in place in relation to issuing refunds:

- A refund cannot be made to correct an erroneous entry. Such transactions can only be undertaken through the issuing of a credit or debit note to correct the error;
- Refunds are not to be made automatically for all customers or students with a credit balance. Each refund will be made having regard to all of the relevant circumstances and individually entered into the OneSchool Finance system;
- Refunds may be offset against on-going accounts at the request of the customer; and
- Refunds must not be made where the debtor has an overdue account.
- Refunds may not be made if the fee was for services provided by an external provider who does not offer refunds.

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4. REFUNDS FOR ACTIVITIES AND EXCURSIONS

School fees for co-curricular activities and excursions are provided on a cost recovery only basis, according to the number of students who have indicated their attendance.

Participation of the students in an excursion or co-curricular activity is indicated through payment of the fee and provision of a permission form completed by the parent/carer.

As the school budget cannot meet any shortfalls in funding for a co-curricular activity due to the subsequent non-participation of a student who had previously indicated attendance of the activity, **fees already paid for a co-curricular activity or excursion may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.**

Cost neutral school activities may at times result in a surplus for an activity, ie total revenues exceed total expenses for the activity. Any surplus funds in cost neutral cost centres must be accounted for appropriately. If the surplus is significant a credit will be issued to students involved and applied against outstanding amounts or future invoices.

5. APPLYING FOR A REFUND

If a student, parent or carer wishes to apply for a refund, they may do so by completing a Request for Refund form available from the school office.

Where possible, the request should include the receipt relating to the payment for which a refund is being sought. A request for refund must be made within 60 days of the date of the activity.

Refund requests received for non-attendance at a non-compulsory excursion or activity will be forwarded to the Principal for confirmation of the following:

- What costs have been incurred for that excursion; and
- If the student is able to receive a full or part refund of the activity or excursion fee.

6. PRO RATA REFUNDS

In some cases, where part of a course/unit of study has been completed, a pro-rata refund will be made based on the cost for the full course less the percentage completed.