



# Truganina South Primary School

## Refund Policy



### HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Truganina South Primary School on 03 9296 1800 or [truganina.south.ps@education.vic.gov.au](mailto:truganina.south.ps@education.vic.gov.au)

### RATIONALE

To outline the process of applying for a refund of any payment made to the school.

### AIMS

- To ensure that the process of applying for a refund is
  - Straightforward
  - Understood before any payments are made
- To ensure that the payments of the refund doesn't disadvantage the school in any way

### IMPLEMENTATION

- Implementation and approval is the responsibility of the Business Manager or their delegate
- Refunds will only be given in the following circumstances:
  - The activity or excursion has been cancelled by the school
  - The school does not permit a student to participate or attend an activity or excursion due to suspension or behavioural consequence; or any other exclusions
  - Serious injury/illness prevents the student from participating in the activity or excursion
  - In such other cases as fair and equitable treatment warrants. Such decisions to be at the sole discretion of the Principal
- Where a refund is requested in respect of a specific activity or excursion, whether a stand-alone event or a continuing program, a full refund will be made only where;
  - No financial loss is incurred by the school due to it having already committed financially to the event or activity by way of a deposit and/or where the school has committed to student numbers.
- Where the School has incurred unrecoverable expenses, a pro rata share of these expenses may be deducted from any refund payable due to a student withdrawing, or being withdrawn, from the activity or excursion (e.g. a pro rata contribution to the cost of a bus to the activity may be retained, with the entry fee being refunded).
- Refunds will only be processed upon the Parent/Guardian completing a Request For Parent Refund Form (See attached)

- The Request for Parent Refund Form will provide for payment by direct deposit.
  - This will be processed using the Direct Credit Facility on Commbiz
  - School Council will endorse all “Pay Anyone” direct credit payments made on Commbiz
- This policy will be made available to parents on the school website and at the school office.

## EVALUATION

This policy will be reviewed annually by School Council to confirm/enhance internal control procedures. Proposed amendments to this policy will be discussed with Administration Staff, Leadership Team, and Finance sub-committee.

## POLICY REVIEW AND APPROVAL

Policy last reviewed and ratified	August 2025
Consultation	TSPS School Council
Approved by	Principal & School Council
Next scheduled review date	August 2028