

Doncaster Gardens Primary School

Refund Policy

PURPOSE

Doncaster Gardens Primary School must seek to ensure that the provision of services for students (e.g. excursions, camp, visiting groups) does not incur direct costs to the school, nor cause the school to run at a loss.

RATIONALE

The Doncaster Garden's Primary School's Refund policy exists to provide a fair and equitable refund system. This Policy sets out the conditions under which the refund of parent/guardian payments may be granted and defines how refunds will be considered and administered by Doncaster Gardens Primary School. Doncaster Gardens Primary School encourages all students to participate in camps, excursions, incursions and the swimming program.

Parents/guardians are responsible for payment of these activities. 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.

POLICY STATEMENT

To ensure that the process of applying for a refund is:

- Straightforward
- Understood before any payments are made
- Ensure that the payment of the refund doesn't disadvantage the school in any way

IMPLEMENTATION:

- Parent requests for refunds are subject to the discretion of the school and made on a case-by-case basis; these requests are required to be in writing.
- The Payment refers to monies received by the school for an activity or an event. The school is not responsible for refunding 3rd party charges e.g. ICAS.
- No cash refunds will be made under any circumstances.
- Refunds will be made to families as a credit, applied through the CASES21 program following approval by the principal.
- These credits can be used against any future payments that are outstanding for the family and will be allocated through CASES21.
- Refunds may be paid to families by direct deposit if the family provides bank account details following approval by the Principal.
- Where there is a combination of a bulk charge and a per head charge in an excursion e.g. a visit to a Museum, the bus charge is a bulk charge, and the entry fee is a per head charge, only the per head charge is able to be refunded.
- Where the School is charged for the provision of a service as a bulk charge or numbers have been confirmed this will not be eligible for a refund.
- A medical certificate may be requested as proof of inability to attend events at the discretion of the principal.
- Where the School has provided materials or services that have been used by a student for part of the year, and that family leaves the school, it may not be possible to refund.

- All claims for credit or refund must be made within 3 days of the event or from the student exiting the school.
- Payments and consent will be processed at the time payment/consent is made on Compass. Any request for credit after payment and consent is made, and before the event close date will only be considered under this refund policy.
- The Principal will have the capacity to consider special circumstances on an individual basis.

Related Policies:

- Camps and Excursions Policy
- DET Financial Help for Families Policy

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2026
Consultation	Education Sub-committee June 9 2026 School Council June 16 2026
Approved by	Principal
Next scheduled review date	June 2029