



Refund Policy



Help for non-English speakers

If you need help to understand the information in this policy, please contact Maryborough Education Centre-5461 7900.

PURPOSE

Maryborough Education Centre (MEC) is authorised to charge for a variety of activities, programs, and services. Parents/guardians who make such payments may at times seek a refund. Requests for refunds will be considered and managed in a manner consistent with MEC's Parent Payment Policies and Department of Education (DE) guidelines.

Payment types may include:

- Voluntary Curriculum Contributions - covering items (materials and consumables) and activities that students use or participate in to access the curriculum, which are not related to school administration and facilities.
- Voluntary Curriculum Contributions - covering items and activities (including specialised educational programs) purchased from a provider other than the school, with the provider charging the school for these goods and services.
- Voluntary Other Contributions - in relation to non-curriculum items and activities such as affiliations and wellbeing programs.
- Extra-Curricular (optional) items - such as camps and excursions.

POLICY

The school's charges are directed to the purpose for which they are charged. School charges for camps, excursions, activities and optional items are calculated on a cost recovery basis according to the number of students who have indicated their participation.

Attendance or participation by a student in a camp, excursion, activity; or purchase of an optional item is indicated through payment and/or provision of a permission form completed by the parent/guardian.

The school budget cannot meet any shortfalls in funding for a camp, excursion, activity or optional items due to the subsequent non-participation or change of mind by a student. Where a student previously indicated attendance in an activity, or a willingness to purchase an item; charges already paid may be refunded in full, in part, or not at all depending on the associated expenses incurred and the circumstances of the non-participation / purchase.

GUIDELINES

- a) Where the school is charged for the provision of a program or service as a bulk cost (not per head), no refund is able to be given.
- b) Where a per head fee is charged, refunds may be considered.
- c) If notification of non-participation occurs prior to the event and allows for replacement of the participant, a refund may be considered. If notification of non-participation occurs at the time of, or after the event, no refund will be given.
- d) If a camp or excursion is cancelled or altered by the school, or a student is no longer able to attend part, or all the camp or excursion, the school will consider requests for

a partial or full refund of payments made by parents/guardians. This will be on a case-by-case basis considering the individual circumstances.

- e) It is common for camps and excursion providers to charge schools a non-refundable deposit or request part payments prior to the events. Where these payments have been charged to students, this amount will be non-refundable.
- f) Schools regularly pay for perishable items such as food, purchase pre-paid tickets, order optional items or engage non-refundable services (e.g., swimming lessons), where parents/guardians have indicated their child will attend. In these circumstances refunds may not be provided.
- g) Where refunds are requested due to an accident or illness, a medical certificate may need to be provided to support the refund being sought (where applicable).
- h) If a parent/guardian wishes to apply for a refund due to their child's non-participation in a camp, excursion, activity, or optional item, they are required to complete a 'Refund Request Form' (see **Appendix A**) available from the General Office, attaching supporting documentation (e.g., a medical certificate) where applicable.
- i) Each request for a refund must be received by the school within 30 days of the event occurring.
- j) If a refund is approved, the amount may be offset against any outstanding charges.
- k) Appeals in relation to refund decisions may be made in writing to School Council via the Principal.

POLICY REVIEW AND APPROVAL

Policy last reviewed	28 th November 2023
Consultation	School Council Finance & Executive Committee – November 2023
Approved by	Anita Ford School Council President
Next scheduled review date	This policy was last updated on 28 th November 2023 and is scheduled for review as part of the school's 3-year review cycle.

Signed:



Anita Ford
School Council President

Date: 28.11.2023

Appendix A:



MARYBOROUGH EDUCATION CENTRE

Principal - David Sutton

PO Box 171, Maryborough VIC 3465

(102-192 Balaclava Road)

Telephone: 03 5461 7900

Email: maryborough.ec@edumail.vic.gov.au

www.maryborougheducationcentre.vic.edu.au

REFUND REQUEST FORM

I, _____ parent/guardian of _____ in Year _____

request a refund of \$ _____ in relation to _____

Please specify the reason/s for the refund request:

Please attach a Medical Certificate to support the refund request (where applicable).

I understand and agree that:

1. A refund may not be issued in full or in part, having regard to the associated expenses already incurred and the school's refund guidelines provided to me.
2. If there are outstanding charges on my child's account, these may be offset by any approved refund.
3. My details will be kept confidential and will not be used for any other purpose.
4. If approved, the refund will be made by direct deposit into my nominated bank account. Please provide details below:

Account Name: _____

BSB: _____

Account Number: _____

(School Use Only)

Authorised by

Name: _____

Signature: _____ Date: _____

Approved Refund Amount: \$ _____

Original Receipt Number: _____

Signature of Principal: _____ Date: _____