

# MELTON WEST PRIMARY SCHOOL

## PARENT REFUND POLICY



### Help for non-English speakers

If you need help to understand the information in this policy, please contact Melton West Primary School on 9743-5818 or alternatively the school Office.

### PURPOSE

To ensure there is a fair, equitable and transparent refund process in place at Melton West Primary School following payment for essential education items, and for camps, excursions, incursions, including swimming, where circumstances prevent students from attending.

### SCOPE

This policy is developed to provide guidelines and outline circumstances in determining eligibility for a full or partial refund for payments to the school for camps, excursions and incursions and to ensure that the provision of optional services (i.e camps) do not incur direct costs to the school.

### GUIDELINES

- All requests for refunds should be made in writing within 14 days of the event or when a child leaves the school.
- A request for refund does not automatically equate to a full refund of monies paid.
- Where the school is charged for the provision of a program or service as a bulk cost and not a per head cost, no refund/credit is able to be given.
- Where there is a combination of a bulk charge and a 'per head' charge for an excursion, incursion or activity, only the 'per head' component may be refunded upon request
- A refund will be payable to the parent/guardian if the Principal deems the withdrawal from the activity is due to unavoidable circumstances i.e illness. Proof may be required i.e medical certificate. This refund may or may not include any deposits paid.
- Payment of refunds will be made via direct deposit into a nominated bank account after completion of required documentation or as a credit held at school for future events/payments. No cash refunds will be given.
- No refund of the voluntary contribution is available for materials where the student has taken ownership of the materials.
- Students withdrawing from camps, excursions or other curriculum activities due to a change of mind may not be eligible for a refund. This will depend on whether the school will incur a cost if the refund is given.

### IMPLEMENTATION

- The Parent Refund Policy is to be communicated to parents via the School Website and social media.

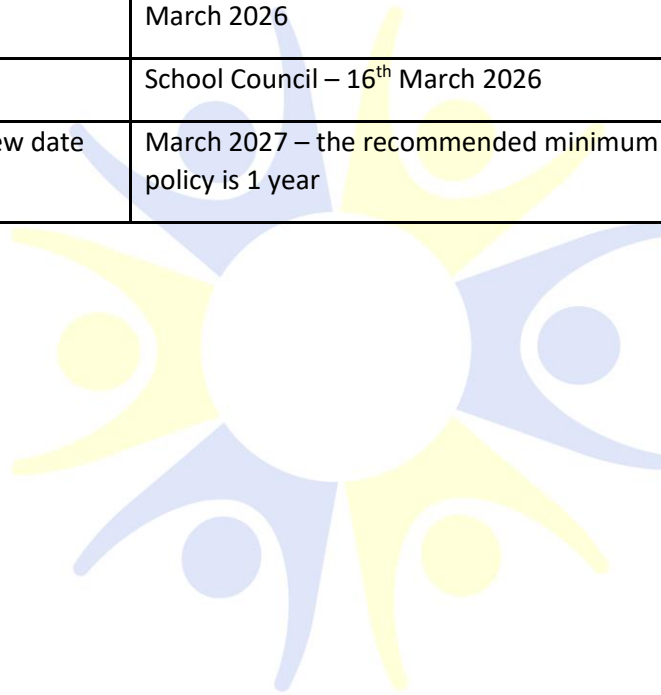
- Additional documentation provided by the family to be attached to the Request for Refund form i.e. medical certificate, statutory declaration.
- Business Manager to determine what individual costs have been incurred by the school.
- Principal to approve refund.
- Parent/guardian to be notified of the reason if no refund is approved.

## REVIEW CYCLE

This policy is required to be formally minuted and reviewed by School Council annually.

This policy was last approved by school council in March 25 and is scheduled for review in March 2026.

Policy last reviewed	March 2026
Approved by	School Council – 16 <sup>th</sup> March 2026
Next scheduled review date	March 2027 – the recommended minimum review cycle for this policy is 1 year



Melton West

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PRIMARY SCHOOL