



## REFUND POLICY

### Rationale

To outline the process of applying for a refund of a payment received by Port Phillip Specialist School from a parent/guardian.

### Policy

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 Port Phillip Specialist School in any way

### Definitions

The Payment refers to monies received by Port Phillip Specialist School for an activity or an event, which did not occur less any charges incurred by Port Phillip Specialist School or any outstanding Essential Student Learning Items. Port Phillip Specialist School is not responsible for refunding third party charges i.e. chess club, music lessons.

### Implementation

Port Phillip Specialist School will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. Generally, we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment. Implementation and approval is the responsibility of the Principal or their delegate

### Evaluation

This policy shall be reviewed as part of the School's three-year review cycle or if guidelines change.

## REVIEW CYCLE AND EVALUATION

This policy was last updated on July 2019 and is scheduled for review in July 2020

The principal will complete the Department's Annual Risk Management Checklist for anaphylaxis management to assist with the evaluation and review of this policy and the support provided to students at risk of anaphylaxis.

<b>Date Implemented</b>	July 2019
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<b>Author</b>	Principal: Juliet Cooper Signature: Date:
<b>Approved By</b>	School Council
<b>Approval Authority (Signature &amp; Date)</b>	School Council President: Kevin Dillon or Delegate Signature: Date:
<b>Date Reviewed</b>	July 2021 or as updated by DET
<b>Responsible for Review</b>	Principal, Assistant Principal, Business Manager
<b>References</b>	Victorian Government Schools Reference Guide