



# CAIRNS

*State High*  
**The best we can be.**

## Refund Policy

### Introduction

At Cairns State High School, we are committed to providing a safe and supportive learning environment for students, staff and volunteers. This commitment includes the health and safety of staff and students when conducting curriculum activities in the school or in other locations.

State schools are able to charge a fee for:

- An educational service including materials and consumables not defined as instruction
- An education service purchased from a provider other than the school where the provider charges the school; and
- A specialised education program.

A school fee is directed to the purpose for which it is charged. However occasionally refunds may need to be issued to a student, parent or carer for one of the following reasons:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred; or
- Any other reasonable reason where a refund is legitimately required.

### Purpose

The purpose of this policy is to provide information to Parents and Carers in relation to the requirements and policy for issuing refunds.

Refunds may only be made in the following circumstances:

- The customer or students credit balance relates to an overpayment, a credit note, a refundable deposit
- The reason for the refund must be legitimate; and
- Refunds may be made via electronic funds transfer (preferred method), or cheque facilities if electronic funds transfer is not possible.

### Guidelines

Refund payments to accounts receivable customers may only be made by the Accounts Receivable Team at Cairns State High School. This is to ensure the correct processing of refund documentation and also ensure that Education Queensland policy and procedures are followed.

The following guidelines are in place in relation to issuing refunds:

- A refund cannot be made to correct an erroneous entry. Such transactions can only be undertaken through the issuing of a credit or debit note to correct the error;
- Refunds are not to be made automatically for all customers or students with a credit balance. Each refund will be made having regard to all of the relevant circumstances and individually entered into the OneSchool Finance system;
- Where possible, it is preferred that refunds be offset against ongoing accounts; and Refunds of fees to a parent / student personal bank account must not be made where the debtor has an overdue account.

It is noted that refunds for activities and excursions are detailed below.

[www.cairnsshs.eq.edu.au](http://www.cairnsshs.eq.edu.au)

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The Department of Education and Training trading as Education Queensland International (EQI) CRICOS Provider Number 00608A.

## Refunds for Activities and Excursions

Non-compulsory school excursions and camps enhance a student learning by providing opportunities for the student to participate in activities, both curriculum-related and recreational, outside of the normal school routine. All planned school excursions are approved by the Principal.

School fees for extra-curricular activities and excursions are provided on a cost recovery only basis, according to the number of students who have indicated their attendance.

Participation of the students in an excursion or extra-curricular activity is indicated through payment of the fee and provision of a permission form completed by the parent.

As the school budget cannot meet any shortfalls in funding for an extra-curricular activity due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees already paid for an extra-curricular activity may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

## Refund for School Uniforms

All school uniforms are purchased from the Cairns State High School Uniform Shop or via Flexischools. It is up to the discretion of the Uniform Shop Convenor to ascertain if a refund for a school uniform can be made. Purchases made via Flexischools need to be cancelled through the Flexischool App.

## Applying for a Refund

If a student, parent or carer wishes to apply for a refund for any of the following reasons, they may do so by completing a Request for Refund form available from the school office:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred;  
or
- Any other reasonable reason where a refund is legitimately required.

Where possible, the request should include the receipt relating to the payment for which a refund is being sought.

It is noted that a refund request received for non-attendance at a non-compulsory excursion or activity will be forwarded to the respective Head of Department for confirmation of the following:

- What costs have been incurred for that excursion; and
- If the student is able to receive a full or part refund of the activity or excursion fee.

For more information about payments see our website <https://cairnsshs.eq.edu.au/support-and-resources/payments>

# REQUEST FOR REFUND

## INTRODUCTION

This refund form needs to be completed by all parties requesting a refund for one of the following reasons:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred; or
- Any other reasonable reason where a refund is legitimately required.

Where possible, the request should include the receipt relating to the payment for which a refund is being sought. Should you have any queries in relation to this form or the refund process, please contact the school office on (07) 4050 3033.

## KEY REFUND INFORMATION

Parent / Carer Name: (Same as fee payer on account)	
Student Name:	
Refund Amount:	\$
Reason for Refund: (If the student did not attend an excursion, please provide an explanation)	

## ALLOCATION & SIGNATURE

EITHER: CREDIT AGAINST MY CHILDS ACCOUNT ( <b>PREFERRED METHOD</b> )			
Student's Full Name:		Year Level:	

OR: REFUND INTO BANK ACCOUNT			
Name of Person on the Account:			
BSB Number:	___ : ___	Account Number:	

REFUND REQUESTED BY			
Name:			
Signature:			
Date:			

## APPROVAL – CAIRNS STATE HIGH SCHOOL STAFF ONLY:

REFUND APPROVAL				
Approval Delegate	Approval Required	Name	Signature	Date
HOD Approval Required	Yes /No			
BSM Approval Required				
Principal				

## COMMENTS

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