

	<p style="text-align: center;">CAIRNS STATE HIGH SCHOOL</p> <p style="text-align: center;">Refund Policy</p>
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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, administration and facilities for the education of the student;
- 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, bond or similar transaction;
- 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 from 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;
- Refunds may be offset against ongoing accounts at the request of the customer; and
- Refunds must not be made where the debtor has an overdue account.

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

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.

There will be no refunds for compulsory excursion fees (which are charged as a part of the Subject Fees) as the excursion has been planned and paid for on the basis of full attendance by the students in that class as the excursion is part of the students learning, development and often assessment for that subject.

Refunds for School Uniforms

It is noted that the purchase of ALL school uniforms is made from the Cairns State High School Parent's & Citizens Association ("P & C Association") and accordingly, it shall be at the discretion of the P & C Association to decide if a refund for a school uniform can be made.

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.



REQUEST FOR REFUND FORM

Introduction

This refund form needs to be completed by all parties requested 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 of the refund process, please contact the school office on (07) 4050 3033.

Key Refund Information

Parent / Carer Name:	
Student Name (If applicable):	
Address:	
Refund Amount:	Please arrange a refund for \$ _____
Reason for Refund: (If reason is non – attendance at an activity – please provide explanation)	

ALLOCATION & SIGNATURE:

EITHER: Bank Account Details

Account Name:	
BSB Number:	
Account Number:	

OR: Credit against my Child / Guardian's Account at this School

Student's Full Name		Year Level:	
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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	YES			
Principal	YES	Mrs Angela Toppin		

COMMENTS
