



## KVPS REFUND POLICY 2026



### **Help for non-English speakers**

If you need help to understand the information in this policy, please contact [Kilberry.valley.ps@education.vic.gov.au](mailto:Kilberry.valley.ps@education.vic.gov.au)

#### **PURPOSE:**

To provide guidelines to ensure there is a fair and equitable process to assist in determining eligibility for a full or partial refund for charges paid to the school. This policy will also ensure that the provision of extra-curricular items and activities for students (i.e. excursions, incursions, camps) do not incur direct costs to the school, nor cause the school to run at a loss.

#### **SCOPE:**

This policy applies to Kilberry Valley Primary School Community and staff.

#### **POLICY:**

Kilberry Valley Primary School has developed this policy consistently with the Finance Manual for Victorian Government Schools.

#### **Implementation**

- ✚ All claims for a refund must be in writing by using the Refund Request and Authority form and within 14 days of the event taking place, as the school is required to settle accounts within this time.
- ✚ Where an event is cancelled by the school and is unable to be rescheduled to a later date, a refund will be provided.
- ✚ Refunds for school camps, excursions and school based activities can be given when notification of non-attendance has been received in writing prior to confirmation of numbers attending with activity provider and bus companies.
- ✚ Refunding of monies paid for camps and excursions after confirmation of arrangements have been completed will be made to parents less the nominated deposit. The non-refundable deposit will be clearly stated on information notices.
- ✚ The school will consider a refund due to medical reasons, however this must be supported by a medical certificate.
- ✚ 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 is able to be given.
- ✚ Where a 'per head' fee is charged, refunds are able to be given.
- ✚ Where a combination of a bulk charge and a 'per head' charge in an excursion (eg: visit to the zoo, the bus charge is a bulk cost and the entry fee is a 'per head' cost), only the 'per head' component is able to be refunded.
- ✚ Non-refundable components will be based on costs that are unable to be recovered from the provider.
- ✚ Refunds will be made where applicable as soon as practicable after the completion of the activity.
- ✚ Notification of non-attendees will be confirmed with the staff member responsible for the activity.
- ✚ Parents will be offered the payment of their refunds in the form of a credit on the student's account or direct debit.

- + CSEF amounts that have been allocated to these events will not be refunded. These monies will be held in credit to be placed against future camps, sports and excursions or forwarded to another Victorian School if the student is leaving.
- + Donations and voluntary contributions are non-refundable.

#### COMMUNICATION:

This policy will be communicated to our staff and school community in the following ways:

- + A copy will be made available to all staff who are involved with, or responsible for camps, excursions, incursions, and activities
- + Notification to the school community via school newsletter
- + Available on school website
- + Discussed at staff briefings/meetings

#### FURTHER INFORMATION AND RESOURCES:

On the Department's Policy and Advisory Library

- + Camps, Sports and Excursions Fund (CSEF)

Policy last reviewed	January 2026
Approved By	Kilberry Valley Primary School Council
Next scheduled review date	January 2027

#### APPENDICES:

Appendix A – Refund request form

#### FEEDBACK:

Kilberry Valley Primary School staff and parents/carers may provide feedback about this document by emailing [Kilberry.valley.ps@education.vic.gov.au](mailto:Kilberry.valley.ps@education.vic.gov.au)



## APPENDIX A

### KVPS REFUND REQUEST AND AUTHORITY FORM

Print Parent/Carer Name	Family Code	Signature:	
Print Student Name	Student Code	Class	
<b>Reason for refund</b>			
<b>PLEASE INDICATE BELOW YOUR REFUND DETAILS</b>			
Credit student account	YES / NO	Direct deposit	YES / NO
Direct deposit details:	Account name:	BSB:	
		Account No:	

#### OFFICE USE ONLY

Original Payment Method	EFTPOS	Credit card Visa/M'card	Cash	QKR	CSEF
Original Receipt	Number: Date:		Original \$	Batch #	
<b>REFUND DETAILS</b>					
Date processed		Amount	Batch #		
Refund issued to	Credit card - YES / NO	Student acct - YES / NO	CSEF – YES / NO		
Signed operator					
Approved by	Tracey Di Lollo	Business Manager			
Signed Authority	Aisha Shariat	Principal			