

**POLICY: REFUND POLICY**

**PURPOSE:**

To ensure that refunding practices and departmental guidelines are followed to safeguard and protect the staff involved and minimise the risk associated with refunds.

**AIMS:**

Minimise risk and protect staff/responsible persons involved in refunds.  
Provide a clear understanding of the process and ensure it aligns with departmental guidelines.  
Provide a clear set of refund procedures to ensure all refunds are recorded in CASES21 in a timely manner.

**IMPLEMENTATION:**

Before the school processes a refund, the original transaction must be identified in CASES21/ Qkr report and attached to a purchase order for re-imburement.

If the parents/guardians payment has been processed via Qkr, the school must ensure funds have been credited to the Official account.

Any refunds issued by the school must be by Commbiz Direct Credit to the parent/guardian and not in the form of cash to the student.

The school will follow the guidelines of the School Electronic Funds Management Policy to ensure security, and the proper processes are followed.

Segregation of duties will be maintained, so that where possible, no individual has the responsibility of the whole process.

All refunds will be processed on receipt of parent/guardians BSB and Account details in writing being sent to the Business Manager.

Refunds for excursions/incursions will be processed after checking the costings for that activity. Where there are fixed costs and no re-imburement will be available for that particular activity, parents/guardians are to be notified on the notice.

**REVIEW:**

Policy to be reviewed 2020.

**APPROVED BY COUNCIL: 6/8/2019**