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/ XUNO report and attached to a purchase order for re-imbursement.
- If the parent's/guardian's payment has been processed via XUNO, 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 a business manager.
- Refunds for excursions/incursions will be processed after checking the costings for that activity.
- Where there are fixed costs and no re-imbursement will be available for an activity, parents/guardians are to be notified on the notice.

POLICY REVIEW AND APPROVAL:

Policy last reviewed	18/2/2024
Consultation	Consultation with school council and approved by School Council
Approved by	James Bell, principal
Next scheduled review date	February 2026