



PARENT PAYMENT REFUND POLICY

PURPOSE

Parents and guardians are asked to make voluntary curriculum and other non-curriculum financial contributions to Mount Waverley Secondary College. They are also given the opportunity to make opt-in payments for extra-curricular activities and items.

The aim of this policy is to have a fair and equitable system in place and to provide a clear understanding of how refunds will be processed.

SCOPE

Curriculum contributions are allocated to materials and services provided for curriculum expenses such as ID cards, art and technology materials, chemicals and musical instruments.

Other Non-curriculum contributions allow us to run extensive wellbeing programs, offer enhanced digital learning opportunities, provide a faster WIFI and internet experience and develop and enhance our grounds and indoor and outdoor learning spaces.

Mount Waverley Secondary College also offers a variety of items and **extra-curricular** services and activities such as excursions and camps that enhance or broaden the schooling experience of students and are above and beyond what the school provides to deliver the curriculum. Parents and guardians are invited to purchase optional extra-curricular items and activities on a user-pays, opt-in basis.

POLICY STATEMENT

Parent/carer requests for refunds are subject to the discretion of the college and made on a case-by-case basis. Refunds will be provided where the college deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred, the Department's [Parent Payment Policy and Guidance](#), Financial Help for Families Policy and any other relevant information.

All financial contributions relating to "Curriculum Contributions" and "Other contributions" are voluntary and this is clearly communicated in the Compass payment centre and parent payment information. It is encouraged that when submitting payment for the voluntary contributions that parents have a clear understanding and have followed all the instructions through the Compass Portal. The College is unable to process refunds for "change of mind" requests.

Any refund requests relating to **extra-curricular items and activities** will be considered in the context of the viability of the activity for other students being compromised and/or the college being financially disadvantaged as determined by the principal or their delegate.

This policy covers the processes required by parents/carers to apply for refunds and the process that the college will undertake to provide refunds.

- All refunds must be applied for in writing, other than when the college cancels an activity.
- Parents/carers must apply for a refund as soon as possible and no later than 7 days after the activity takes place including the reason the student did not attend.
- We will not be able to refund payments made for costs that have already been paid or committed to a third party as no refund is available to the college.
- If students are unable to attend an event (after payment is made) due to being unwell or COVID-19 related, please provide a date stamped photo of the positive RAT test or a medical certificate affirming illness is COVID-19 related.

- Cancellations due to illness (including COVID-19) and requests for refunds are subject to the Camps and Excursions Policy. All request for refunds must include a medical certificate and this is a requirement from the insurer to process the claim request.
- All refunds will be made via a bank transfer to the recipient.
- If a student cannot attend an activity due to school discipline processes, the refund process outlined above will apply.
- Please contact the Finance Department on 9803 6811 or email finance@mwsc.vic.edu.au for all refund related enquiries.

FURTHER INFORMATION AND RESOURCES

<https://www2.education.vic.gov.au/pal/parent-payment/policy>

EVALUATION

This policy will be reviewed annually by the Finance Committee as part of the college's ongoing review cycle.

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2024
Approved by	19 September 2024 Presented to Finance Committee – Approved 19 September 2024 Presented to College Council - Approved
Next scheduled review date	September 2025