WERRIBEE SECONDARY COLLEGE

Duncans Road, Werribee,
Victoria 3030, AUSTRALIA

Phone: 9741 1822
Email: werribee.sc@education.vic.gov.au
Web: werribeesc.vic.edu.au

REFUND POLICY

Date	August 2026	**Review Cycle**	3 Years	**Approved By**	College Council

INTERPRETER SERVICE

If you need help to understand the information in this policy please contact our college on 9741 1822 or werribee.sc@education.vic.gov.au so interpreters may be arranged via VITS or local services.

PURPOSE

To ensure there is a fair and equitable refund system in place at Werribee Secondary College following payment for camps, excursions, incursions, curriculum contributions and extra-curricular items & activities which have not been fully accessed.

To be read in conjunction with DET Parent Payments Policy.

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COLLEGE MISSION AND VALUES

At Werribee Secondary College we strive for success in all the chosen endeavours of our students. We nurture the values of **respect** and **responsibility**.

We **respect,** and are **responsible** for embracing our identity and that of others; taking care of our local and global communities, and valuing the right to learn.

We respect and are responsible for our:

Learning	*I respect my own right to learn and that of others, and I recognise my responsibility to become a lifelong learner.*
Identity	*I respect the diverse cultures, religions, languages, beliefs, genders, sexual orientation and the specific needs of those around me. I respect my own role within this community and take responsibility to show respect for both myself and others.*
Community	*I respect the local and global communities within which I live. I understand my responsibility in protecting these communities to ensure a safe and sustainable future in which everyone feels they belong.*

SCOPE

This policy is developed to provide guidelines and outline circumstances in determining eligibility for a full or part refund for charges paid to the school and to ensure that the provision of optional services (i.e. camps, incursions, excursions, instrumental music) do not incur direct costs to the school.

POLICY

- All refunds requests must be made in writing.
- A request for a refund does not automatically equate to a full refund of monies paid.
- The policy will ensure that the provision of optional and extracurricular services (i.e. camps, excursions, incursions, instrumental music) do not incur direct costs to the school.
- Curriculum and other Contributions are voluntary payments that support the College's educational programs and operations. As these payments are voluntary, refunds are generally not available. Requests for a refund due to financial hardship or exceptional circumstances may be considered on a case-by-case basis.
- No refund is given for material or material charges where the costs have been incurred or student has taken ownership of the materials/project, i.e. food tech.
- Students withdrawing from extra-curricular activities will not automatically be entitled to a refund.
- A refund (less any non-refundable deposit) may be available to the parent/guardian when a student withdraws from an extracurricular activity if the Principal or appointed delegate deems the withdrawal from the activity is due to unavoidable circumstances i.e. illness. In case of illness, proof such as a medical certificate will be required.
- No refund will be payable for: non-refundable deposit component and if the Principal deems the withdrawal was avoidable and the school has incurred the full cost of the extra-curricular item or activity.
- Where the school is charged a 'group fee' as opposed to a 'per head fee', a refund cannot be calculated until all costs associated with activity have been met.

Implementation:

- Parent/Guardian/Student to complete a written request for refund and deliver/ email to the General Office.
- Additional documentation provided by the family to be attached to the request i.e. medical certificate or statutory declaration.
- Family Statement/ Payment receipt to be attached to refund request to demonstrate payment.
- Finance Officer to determine what individual costs have been incurred by the school.
- Principal or appointed delegate to approve refund.
- Refunds will be provided as credit on the student's account.
- In the rare case a refund is paid (e.g., student exiting the school), it will only be processed electronically into a nominated bank account.
- No refunds will be made by cash or through the schools EFTPOS facilities.
- Parent or guardian notified if no refund is approved.
- Refund payment is made as per CASES 21 Finance Business Process Guide through the accounts payable or GL payment process.

COMMUNICATION

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

- Available publicly on our school's website
- Included in the staff handbook and induction processes
- Discussed in relevant staff meetings, briefings, parent nights and assemblies
- Available on Compass so that it is easily accessible to parents, carers and students.
- Made available in electronic/digital copy from school administration upon request

FURTHER INFORMATION AND RESOURCES

- Parent Payment Policy and Guidance