



PACIFIC PINES STATE HIGH

INSPIRING EXCELLENCE TO EMPOWER SUCCESS

Refund Guidelines

Pacific Pines State High School is committed to providing a safe and supportive learning environment for students, staff and volunteers.

The Department of Education receive appropriation funding to deliver services on behalf of the Queensland Government, and cannot charge for products or services for which it receives government funding. There are however, some value-added services that the department offers for which it may charge users a fee. These can be administered locally, whereby business units can set and administer the fees themselves (within departmental policy parameters) or centrally, whereby a central business area determines the fees and how they are administered.

Schools - Locally administered fees and charges may include:

- Enrolment fees for students living outside a school's catchment area, where the school has an approved Enrolment Management Plan in place
- Recovery of costs for services that do not constitute instruction, facilities, or administration, such as:
 - Resources provided to state school students within Student Resource Schemes
 - Extra-curricular activities, for example COE programs
 - Excursions, camps, performances, graduations, formals, and other events etc
- Hire fees for use of departmental facilities and equipment (other than for curriculum purposes)
- Charges for commercial activities, such as tuckshops, uniforms shops, Outside School Hours Care services.

<http://ppr.det.qld.gov.au/corp/finance/services/Procedure%20Attachments/user-charging/user-charging.pdf>

Activities/Excursions and Camps (referred to as Activities below):

- School activities and excursions are aimed to enhance student learning by providing opportunities for the student to participate in activities, both curriculum related and recreational, outside of the normal school routine. All activities are approved by the Principal. Fees for all activities are calculated on a cost recovery only basis, according to the number of students who have indicated their attendance in liaison with the program coordinator. Participation of students in an activity is indicated through payment by the due date and provision of a permission slip (consent) completed by the parent/carer.
- As the school budget cannot subsidise or meet any shortfalls in funding activities due to the subsequent non- participation of a student who had previously indicated attendance of the activity. Fees already paid for the activity may be refunded in part/full or not at all, having regard to the relevant terms and conditions in procuring the goods/services relative to the activity, and circumstances of the non-participation. Please note that non-participation due to injury or illness must be accompanied by a medical certificate. Transportation costs are a non-refundable component of any activity. Refund applications are available by emailing accounts.receivable@pacificpinesshs.eq.edu.au and will be assessed based on the Refund Guidelines. Refunds may not be paid where there are outstanding invoices on the account.

Specialised Programs/Centre of Excellence/Certificate Courses:

Fees are non-refundable.

Legislation

Education (General Provisions) Act 2006 (Qld) Chapter 3
Education (General Provisions) Regulation 2017 (Qld) Schedules 1,2 3 and 5
Financial and Performance Management Standard 2009 (Qld) Division
4 Information Privacy Act 2009 (Qld) Chapter 2



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Request for Refund

I, _____, being the parent of _____
in Year _____, request a refund of \$ _____ paid for
_____ activity.

I understand and agree that:

A refund may not be made to me or be made in full or in part, having regard to the associated expenses already incurred by the school, and the school's refund guidelines provided to me.

1. The school receipt for the original payment is attached / not attached (please circle).
2. My details are kept confidential and are not be used for any other purpose.
3. My refund may be made:
 - a. as a credit against my child's account at the school
 - b. or to my bank account via electronic funds transfer (EFT) (please complete details below); or
 - c. to my credit card if used for the original payment. I will present the card in person.

Parent signature _____

Date _____

Bank Account Details: Account Name: _____

BSB: _____ Account Number: _____

Bank: _____ Branch: _____

School Use Only

Original Receipt Number: _____ Amount Received: \$ _____

APPROVED Refund Amount Approved: \$ _____

NOT APPROVED

HOD / Finance Manager Approval _____ Date: ____/____/____

_____ Date: ____/____/____

Principal's Signature _____