



Yeppoon State High School Refund Guidelines

Under the [Education \(General Provisions\) Act 2006](#) state schools can charge fees for some services to enhance students' educational experiences. A school fee for each service is calculated on a cost recovery only basis. Please refer to the [User Charging](#) procedure for details of the types of fees.

Important information about refunds

- Refunds can only be made if a customer's account has a credit balance as a result of:
 - an overpayment
 - an adjustment after the original invoice was paid in full
 - the customer making a payment by mistake or similar transaction
 - applying terms of a contract, agreement or event which allows for a refund for non-participation, cancellation or other criteria. (See Excursions and camps below)
- Refunds will not be made if the customer has an overdue invoice.
 - If the customer agrees, refundable credits may be offset against outstanding invoice/s.
 - Where an overpayment of an account is received for less than \$20.00 and there is no continuing business relationship, the amount may be extinguished by debit note.
- Refunds will be made only via electronic funds transfer (EFT) or against a credit card if it was used for the original payment.
- In circumstances where the department has determined a refund is applicable, e.g. an overpayment or cancelled charges, the department will initiate the refund without a customer request.

Excursions and Camps

School fees for extra-curricular activities such as excursions and camps are calculated according to the number of students who have indicated their attendance.

Participation of students in an extra-curricular activity is indicated through:

- payment of a fee, and
- provision of a permission form completed by the parent/carer.

A parent may request a refund for any payments made for extra-curricular activities where a student will not subsequently participate by:

- completing the **Request for Refund form** available from the school office or an email request.
- providing a copy of the receipt of payment for the extra-curricular activity if possible.
- Indicating if refund is to be applied to outstanding invoice, credit to student's account for future fees or direct deposit to parent's bank account.

The decision as to whether the school will or not refund the payment in part or in full depends on whether the school has incurred any costs associated with the activity after having relied on the student's previous indication to participate.

Student Resource Scheme (SRS)

Please refer the [Student Resource Scheme](#) procedure for information on the SRS refunds.

For more information please contact school office or email admin@yeppoonshs.eq.edu.au

Department of Education policy references:

[Education \(General Provisions\) Act 2006](#)

[Departmental User Charging procedure](#)

[Departmental Student Resource Scheme procedure](#)