

Refund Policies and Procedures

At Ormeau State School, we are committed to providing a safe and supportive learning environment for all students, staff and volunteers. The Department of Education receives government funding to deliver educational services on behalf of the Queensland Government and, as such, cannot charge for products or services that are covered by this funding. However, the department does offer some value-added services that fall outside of this funding and may attract a fee. These fees are administered locally by schools in line with departmental policy.

Locally administered school fees and charges may include:

- Recovery of costs for services that are not part of instruction, facilities or administration, such as:
 - Resources provided to students through Student Resource Schemes
 - Extra-curricular activities (e.g. sports excellence programs)
 - Excursions, camps, performances, graduations, formals and other events
- Hire fees for the use of departmental facilities and equipment (outside of curriculum purposes)
- Charges for commercial activities, including school canteens, uniform shops and Outside School Hours Care services

Activities and Camps

Fees for excursions and camps are calculated on a cost-recovery basis only and are determined by the number of students who have confirmed their attendance. A student's participation is confirmed once written consent is provided by a parent/carer and payment is received by the due date.

As the school budget is unable to cover any funding shortfalls resulting from a student's non-participation after attendance has been confirmed, fees paid for excursions or camps may be refunded in full, in part, or not at all. This will depend on the expenses already incurred and the circumstances surrounding the non-participation, which may also be included on the consent form.

Please note that non-participation due to illness or injury must be supported by a medical certificate. Transportation costs are non-refundable for any excursion or activity conducted by the school.

Refund applications can be requested by emailing finance@ormeauss.eq.edu.au and will be assessed in accordance with the school's Refund Guidelines. Refunds will not be processed if there are outstanding invoices on a student's account.

Student Resource Scheme Fees

Refunds will be issued on a pro-rata basis and upon return and clearance of any outstanding student resources.

Instrumental Music Program Participation Fees

Refunds will be issued on a pro-rata basis and upon return and clearance of any outstanding student resources.

Equipment Hire Fees

Refund eligibility will be reviewed at time of request and issued on a pro-rata basis of allocation of resources and consumables.

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