



Cairns School of Distance Education

Refund Policy

Refund - School organised activities and excursions

1. When bookings are made for school organised activities, excursions, including bus fares, entrance fees etc. there is sometimes a requirement that pre-payment deposits are required of our school.
2. These costs are taken into account when individual costs for students are calculated.
3. When payment for any activity and / or excursion is made to the school so that students may attend, we regard the money paid as your money, until such time as it is legitimately expended in preparation or payment for the activities / excursion.
4. There are times when, following payment for activity or excursion, a student or students are required to withdraw from participation.
5. If the withdrawal from participation is for an **urgent** and **unexpected** reason, parents have every right to expect a refund, or partial refund, dependent on the circumstances in [1], above.
6. **Every effort** will be made to refund payments made for school organised activities or excursions, based on the philosophy in [3] above, if the withdrawal is for an urgent and / or unexpected reason.
7. We believe refunds provided should be fair, equitable and just for all concerned. Meaning we will not penalise students who are attending by increasing costs, and will not penalise students and their parents for inability to attend paid-for activities or excursions, through unplanned circumstances.

Examples of urgent and unexpected reasons for non-attendance may include: *Flooding, bushfire, serious illness of student / supporting parent, religious festival, death / funeral.* [This list is not exhaustive, and other reasons for non-attendance may be discussed with the Principal to ascertain your suitability for refunds of costs.]

To request a full or partial refund, please outline the circumstances of your request in writing to the teacher coordinating the activity with a copy emailed to accounts@cairnssde.eq.edu.au within 7 days of the event taking place. The decision whether to allow any refund will be delayed pending finalisation of all costs associated with the event being processed to determine any financial impact to other participants or the school.

Refund – Home Schooling Fees

A home based distance education student can apply for a [part refund of the enrolment fee under s69A](#) of the [Education \(General Provisions\) Regulation 2006 \(Qld\)](#) . Students must request the refund before the end of the first semester, by completing a refund application form which can be accessed at this link: <http://ppr.det.qld.gov.au/education/management/Pages/Distance-Education-Enrolment-Fees.aspx> and then contacting the school principal stating the reason/s for the application and the date their enrolment ceased. The fee may be partially refunded if, due to a change in their personal circumstances, the student is no longer enrolled in the program of distance education or to undertake a component of a program of distance education at a state school. Personal circumstances may include a change in family circumstance that necessitates a move in residence to another location.

Refunds will be determined by the Principal.

As outlined in the [Refund look-up table for home-based students](#), refunds are calculated from the refund application date and will be provided up to and including day 24 of the school year. An administration fee of \$100 will be deducted from the amount refundable. From week five the \$100 administration fee and an additional \$25 dollars per week will be deducted from the original payment, up to the end of week 20 of the school year. In accordance with the Act, refund applications will not be considered after the end of Semester 1. Refunds are not pro-rated from the date of enrolment.

Where an applicant is not satisfied with a refund decision, they have 14 days after being notified of the decision, to apply for a reconsideration of the decision. This application is lodged with the school principal who will refer the application to the Regional Director to reconsider the decision.

<http://ppr.det.qld.gov.au/education/management/Pages/Distance-Education-Enrolment-Fees.aspx>