



DEBT MANAGEMENT POLICY

Student Accounts must be fully paid and up to date by November of each year.
Electronic Payment Plans are provided by the school to assist caregivers experiencing financial hardship.

Inclusions for electronic payment plans are:

- SRS
- Subject fees
- Levies

Ideally caregivers will commence electronic payment plans at the commencement of each school year with a view to having all outstanding fees and levies paid by November of the same year. This provides approximately 40 school weeks to have all invoices paid.

Note: To allow students to continue to undertake activities without payment of fees and levies will see the amount owing to the school continuing to grow. In some cases the value becomes so large that parents find the value of the debt challenging.

The school will need to initiate debt recovery action facilitated by the Department of Education if accounts remain unpaid.

SUBJECT FEES, EXCURSIONS & EXTRACURRICULAR ACTIVITIES:

Ideally caregivers of students who undertake extracurricular activities have:

- paid all subject fees; or alternatively
- initiated a committed electronic part payment plan*

***A committed electronic part payment plan is one where the value of the regular payment is such that all fees and levies are paid by November of the same year.**

If there are values outstanding from previous year/s these must be paid in full prior to entering into a part payment for the current year: or alternatively a plan is to be established to have the outstanding value paid in full within a short timeframe, prior to undertaking new extra-curricular activities in the current year. All money paid to the school will be applied to overdue SRS and other invoices, **not** to any new activities or deposits for recreational activities.

During the course of the school year, students may continue to undertake activities whilst on a committed electronic plan. There can still be value outstanding from the previous term/semester. Students are able to undertake all activities and no restrictions will apply, provided caregivers:

- have no outstanding accounts from previous years with no established payment plan
- are committed to their payment plan and the value of the regular payment is such that will see all of the amounts outstanding paid by November of each school year
- are increasing their financial contribution to cater for the increased value to monies owing to accommodate any new activities

Payment for extra-curricular activities must be paid on or before the due date listed on the permission slip or students will be ineligible to participate.

RECREATIONAL ACTIVITIES:

Recreational activities are offered by the school to enhance the social experience of education.

Recreational activities are not permitted to be part of an electronic payment plan. Examples of recreational activities are listed below and each have their own considerations based on the time of the year on which they fall.

1. Year 10 Social (June)

To allow students to attend the Year 10 Social, the following conditions apply:

- the SRS is to be paid in full
- a committed electronic payment plan has to be in place from the commencement of the school year
- the social ticket must be paid for in full, upfront and cannot be added to the payment plan

If values are still outstanding near the date of the Year 10 Social, all values from Semester 1 are to be paid in full before a ticket is sold to a student for the event.

2. Year 11 Semi-Formal (November/December)

To allow students to attend the Year 11 Semi-Formal, the following conditions apply:

- the SRS is to be paid in full
- a committed electronic payment plan has to be in place from the commencement of the school year
- the social ticket must be paid for in full, upfront and cannot be added to the payment plan

If values are still outstanding near the date of the Year 11 Semi-Formal, all values from Semester 2 are to be paid in full before a ticket is sold to a student for the event.

Year 11 Senior Jersey

To allow students to participate in the Senior Jersey, the following conditions apply:

- Senior Jersey must be paid for in full at time of ordering, however will not be issued until electronic payment plans are paid in full

3. Year 12 Formal (November)

To allow students to attend the Year 12 Formal, the following conditions apply:

- all outstanding fees and levies from previous years, and the current year, must be paid in full before a ticket is sold to students

Due to the timing of the event, there is no time to enter into an electronic payment plan arrangement and the debt cannot be carried into the next year.

4. Overseas trips (Ski Trip & International Tours)

To allow students to participate in overseas trips, the following conditions apply:

- the SRS is to be paid in full
- All outstanding invoices have been paid in full

A deposit for the trip will not be receipted by the finance staff unless these conditions are met.

5. Camps (such as sporting camps and Year Level camps)

To allow students to continue to attend the camps the following conditions apply:

- all fees from previous years must be paid in full;
the current year's outstanding invoices are being managed on a committed electronic payment plan which sees all outstanding values paid by November of the current school year

A deposit/payment for the camp will not be receipted by the finance staff unless these conditions are met.

Reference Documents:

<http://ppr.det.qld.gov.au/corp/finance/services/Pages/State-Education-Fees.aspx>

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducGenPrR06.pdf>

<http://ppr.det.qld.gov.au/corp/finance/accounts/Pages/Debt-Management.aspx>

<https://oneportal.deta.qld.gov.au/Services/Finance/Delegations/Pages/Default.aspx>

REFUND POLICY

POLICY

At Ferny Grove State High School we are committed to providing a safe and supportive learning environment for students, staff and volunteers. This commitment includes the health and safety of staff and students when conducting curriculum, extracurricular and recreational activities in the school or in other locations.

School excursions and camps enhance a student's learning by providing opportunities for the student to participate in activities, both curriculum-related, extra-curricular and recreational, outside the normal school routine. All planned school excursions are approved by the executive Principal and endorsed by the Parents and Citizens Association.

State schools are able to charge a fee for:

- an educational service including materials and consumables not defined as instructions, administration and facilities for the education of the student
- an education service purchased from a provider other than the school where the provider charges the school
- a specialised educational program.

A school fee is directed to the purpose for which it is charged.

School fees for extra-curricular activities are calculated on a cost recover only basis, according to the number of students who have indicated their attendance.

Participation of students in an extra-curricular activity is indicated through payment of the fee and provision of a permission form completed by the parent.

As the school budget cannot meet any shortfalls in funding for an extra-curricular activity due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees already paid for an extra-curricular activity may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

If a parent wishes to apply for a refund due to their child's non-participation in an extra-curricular activity, they may do so by completing a Request for Refund form available from the school office. Where possible, the request should include the receipt relating to the payment for which a refund is being sought.

It is preferred that refunds be made as a credit against the student's account at the school, and used to offset any future charges.

Refunds may only be made in the following circumstances:

- the customer's or student's credit balance relates to an overpayment, a credit note, a refundable deposit, bond or similar transaction:
- a student changes subjects and the new subject selected attracts a fee less in value than the original subject selected
- if an excursion/camp/overseas trip has surplus funds due to a non-eventuating activity. The process that must be followed is:
 - ✓ a list of participants who are to receive the refund is to be formulated. Where the refund is higher than \$10 the parents are to be sent a copy of the Application for Refund form and are to be asked to indicate how they would like the money owed to them returned. Parents/caregivers are asked to sign, date and return the form to the Office to enable payment of the refund.

- the reason for the refund must be legitimate
- refunds may be made via cash, cheque or credit facilities such as credit balance placed on the student's account

CASH MANAGEMENT

The management of cash requires that adequate systems are in place to ensure that:

- cash is collected, banked, invested, paid and stored to the best advantage of the Department
- sufficient funds are available to meet cash outflows and any surplus amount is available for investment purposes
- bank accounts are conducted in terms of the Treasurer's instruction
- only authorised officers are able to receive monies
- payments are received in an acceptable form
- dishonoured payments are promptly processed
- only legitimate refunds occur
- the use of EFT payments if promoted
- proper processes are observed for the signing of cheques
- direct debits are considered where there are a high volume of transactions or early payment discounts
- payments in foreign currencies are properly considered
- cheques are properly cancelled
- there is a follow up of unpresented cheque
- replacement cheques are properly investigated
- there is adherence to the process for "pay cash" cheques
- monies are kept safe prior to banking

RATIONALE

Refund payments to Accounts Receivable customers may only be made after approval has been sought from the Business Manager and/or their delegate.

A refund cannot be made to correct an erroneous entry. Such transactions can only be undertaken through the issuing of a Credit or Debit Note.

Refunds may be offset against ongoing business at the request of the customer but refunds must not be made where the debtor has an overdue account.

Where a subject fee refund is payable to a student, the refund is to be paid out of the Cost Centre into which the subject fee was paid.

Where a refund of the Textbook and Resource Allowance is refundable to a parent/caregiver (the parent/caregiver has elected to have the full value of the Textbook and Resource Allowance paid to them and not applied to the first invoice of the school year), the refund is to be paid out of the Cost Centre into which the Textbook and Resource Allowance was received.

APPLICABILITY

The Executive Principal and Business Manager (Finance) are responsible for implementing policy on refunds at Ferny Grove SHS.

ENQUIRIES IN RELATION TO THIS POLICY SHOULD BE DIRECTED TO

REFERENCES

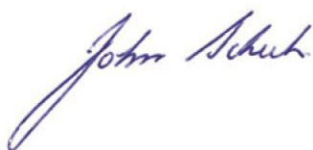
Legislation

Financial Management Standard 1997

- Education (General Provisions) Act 2006
- Department of education policy references
- Section 31 Elements of systems for revenue management
- SCM-PR-002: School Excursion
- FNM-PR-019: State Education Fees

Other related FMPM documents

- Credit Notes/Adjustment Notes
- <https://oneportal.deta.qld.gov.au/Services/Finance/Forms/Documents/sample-refund-guidelines.doc>
- <http://www.qed.qld.gov.au/finance/procedure/guidelines/fmpm/asset/refunds.html>



Executive Principal



Business Manager

15 November 2018