



WINDAROO VALLEY STATE HIGH SCHOOL HARDSHIP POLICY

Version effective: 12/11/24

Audience

Parents, students, teachers, administration staff, and school wide community.
Customers who are charged fees.

Purpose

This procedure details the processes and responsibilities involved in determining student hardship, and thus application/s to any existing hardship fund for assistance in paying departmental fees and charges, equipment, uniforms and the like.

Hardship may be established on a case-by-case basis, where we undertake a fair and transparent review of your circumstances.

Overview

The department receives 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 and equipment that may require users to cover the cost.

- Locally administered fees and charges:
 - 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 sports excellence programs
 - Excursions, camps, performances, graduations, formals, and other events etc.
 - Hire fees for [use of departmental facilities](#) and equipment (other than curriculum purposes)
- Where there is a buy-back option included in a student's lease (hire) agreement of school items/ equipment, GST may be applicable on the hire charge fees.
- Charges for commercial activities, such as, uniform shops, [outside school hours care](#) services.
- The [School fees matrix](#) describes specific products and/or services in schools that may or may not attract fees.

Responsibilities

For locally administered fees and charges:

- In consultation with the School Council and/or the School Executive Leadership Team (ELT), determine and advise customers:
 - the products and services for which the department will charge a fee and the amount of fees
 - if there are any automatic fee exemption criteria
 - how customers can apply to have individual fees waived (for example, by approaching the school principal), including the evidence required to support an application, and criteria that will be used to assess applications, such as financial hardship, effect on student's education, etc.
- Review and report on fees annually to the School Council
- When dealing with customers' personal information, for example, to support a fee waiver application, comply with the [Information Privacy Act 2009 \(Qld\)](#) :
 - Requests must be fair, and whilst not unreasonably intrusive into an individual's personal affairs, must be substantiated by sufficient documentation to support a decision to waive fees e.g. a statement of financial position, copies of Centrelink documentation etc.
 - Personal information must be kept secure in accordance with the department's [Information privacy and right to information procedure](#).

School Council (for school-based fees)

For locally administered fees and charges:

- Consult with the Business Manager (BM) each year about which fees are to apply in schools and their amounts
- Ensure that all parents are notified at least one month in advance of meetings where user charges are to be discussed
- Record any decisions relating to user charges in meeting minutes.

Hardship Funds Application Process

Step 1

If parents/guardians are unable to pay school fees, excursions, or for necessary equipment, an application can be made for assistance from the schools Hardship fund. Applications can be completed by staff, students &/or community, with the express knowledge/consent from parents.

Step 2

Applications require completion of the *Financial Wellbeing Questionnaire* (see attached) and *Hardship Fund Application Form* (see attached), then submit to the Finance Office.

Step 3

Finance Officers checks to ensure forms have been completed correctly and submits the application to relevant Deputy Principal or Principal

Step 4

Applications will be evaluated by two (2) members of the Executive Leadership Team (ELT) and consult any relevant parties.

Step 5

Once the decision has been made signed forms are returned to relevant Deputy or Finance Officer to work to inform student & parents of outcome, arrange payment with finance.

Supporting information for this procedure³

- [School fees matrix](#)

Other resources

- [Revenue policy](#)
- [Community use of school facilities procedure](#)
- [Debt management procedure](#)
- [Distance education enrolment fees procedure](#)
- [School Enrolment Management Plans \(School EMPs\) procedure](#)
- [Information privacy and right to information procedure](#)
- [Hosting outside school hours care services on state school sites procedure](#)
- [Student Resource Scheme procedure](#)
- [Financial Accountability Handbook](#)
- [International Student Program Fees](#)
- [Principles for fees and charges](#)
- [Temporary Residents Admissions centre fees](#)

Contact

For further information, please contact: Windaroo Valley State High School on 073804 2333.



HARDSHIP FUND APPLICATION FORM

1. **Return** your completed application & financial wellbeing form to relevant **Deputy or Finance Officer**
2. Deputy or Finance Officer ensures forms are completed correctly
3. Once a decision has been reached Deputy or Finance Officer will inform student & parent, and work with finance to arrange payment/purchase as required.

Who is completing this application?	<input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Student <input type="checkbox"/> Staff – Name:
If a staff member or student is completing this application, has it been discussed with parent/guardian &/or student?	<input type="checkbox"/> Yes – Date: <input type="checkbox"/> No – Please discuss
Does the parent/guardian and student consent to the application?	<input type="checkbox"/> Yes <input type="checkbox"/> No

STUDENT DETAILS		
Given name:	Family name:	
Preferred name:		
Address:		
Grade:	Roll Class:	Email:
Parent/Guardian name:		
Parent/Guardian contact details:		

APPLICATION DETAILS *all sections to be completed		
Description (excursion, equipment, camp etc)	Subject and/or other details	Estimated Costs
Total Estimated Costs		

Background information to assist with the assessment of your applications suitability for hardship:

Declaration

I declare that, to the best of my knowledge, the information given is true and correct, and I understand I may be asked to provide further information to assist this application.

Signed: _____ Date: _____

ADMINISTRATION SECTION

Confidential – For office use only

- Approved
- Not Approved
- Further information required

Notes:

Decision made by:

Name: _____

Signed: _____

Date: _____

Financial Wellbeing Questionnaire

1. How would I describe my current financial situation?

Very bad	Bad	Satisfactory	Good	Very good
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2. How confident am I about my financial situation in the next 12 months?

Not very confident	Not confident	Somewhat confident	Confident	Very confident
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3. How often do I have any money left over after I've paid for food and other regular expenses?

Never	Rarely	Sometimes	Often	Always
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4. How often do I run short of money for food, or other regular expenses?

Always	Often	Sometimes	Rarely	Never
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5. Which of these statements best describes how well I am meeting my bills and credit commitments at the moment?

1 - It is a constant struggle	2 - It is a struggle sometimes	3 - Without any difficulty	4 - Do not have bills or credit commitments
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6. How well does this statement describe you? My finances allow me to do the things I want and enjoy life.

Does not fit at all	Does not really fit	Does not apply	Fits a little	Fits very well
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7. In the past 12 months, how often have I been unable to pay bills or loan commitments at the final reminder due to lack of money?

Always	Often	Sometimes	Rarely	Never
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8. If I had to meet an unexpected expense tomorrow, equivalent to a month's income for my household, how much of it would I be able to cover from money I have available (cash or in my bank account)?

None of it	Some of it	All of it
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9. Would I need to borrow, overdraw my account or use a credit card to meet an unexpected expense equivalent to a month's income?

Yes, to cover it all	Yes, to cover some of it	No
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10. If my income fell by a third, how long could I meet all my expenses without needing to borrow?

Less than a week	Between 1-3 weeks	Between 1-2 months	Between 3-6 months	Between 7-12 months	More than 12 months
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11. Thinking about the total income for my household, approximately how many month's income do I have in savings?

I don't have any savings	Less than 1 month	Between 1-2 months	Between 3-6 months	Between 7-12 months	More than 12 months
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