

FINANCE: Donor Refund Policy

Policy Details

<i>Policy Category:</i>	<i>Finance</i>	<i>Policy No:</i>	<i>3.3</i>
<i>Created by:</i>	<i>Policy Committee</i>	<i>Creation Date:</i>	<i>Sept 2025</i>
<i>Approved by:</i>	<i>CEO & Board</i>	<i>Last Modified:</i>	
<i>Status:</i>	<i>Active</i>	<i>Next Review Date:</i>	<i>March 2027</i>
<i>Version Number:</i>	<i>01</i>		

Purpose

ATCWA Inc. has developed a Donation Refund Policy as part of our commitment to honouring and respecting the financial contributions that people make to Adult & Teen Challenge WA. We recognise the importance of donations and want to ensure we establish principles of transparency and fairness regarding the management of refunds.

This policy outlines the circumstances under which ATCWA Inc. will refund a donation.

Definitions

- ATCWA refers to Adult & Teen Challenge WA Inc.
- Staff are paid and volunteer team members.
- Non-staff are clients, students, contractors and visitors.
- Managers are staff in senior positions.

Policy

ATCWA Inc. expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

ATCWA Inc. recognises that it is possible to make an error when making an online donation or for the donors to change their mind about the donation made. It can also occur that an error can be made by ATCWA Inc. or our financial institution.

Under this policy ATCWA Inc. will endeavour to refund donations by the following principles:

Roles and Responsibilities

This policy applies to all those who make financial donations to ATCWA Inc. and ATCWA Inc. employees and volunteers responsible for processing and managing financial donations.

Procedure

If an error is made in making an online donation or if the donor changes their mind, we will honour all requests for refund that are made in writing within 30 days of the date the donation was made. The written refund request should include the details of the initial transaction including date, donation amount, donor's name, ID, tax invoice number and the nature of the error.

Requests for refund can be sent by email, mail or fax:

Email: pa@atcwa.org.au

Fax: (08) 9246 5777

Post: PO Box 277, Greenwood WA 6924

ATCWA Inc. will fully examine all requests for refund and endeavour to ensure that genuine errors are rectified, however, we are under no obligation to give refunds, and the decision on refunds will be at ATCWA Inc.'s discretion.

If an amount is adjusted by ATCWA Inc., the original receipt issued for the incorrect amount will become invalid, and a new receipt will be issued for the amount of the adjusted donation.

ATCWA Inc. reserves the right to pass any refund transaction charged onto the donor. Refunds will be returned using the original method of payment — if donation has been made by credit card, the refund must be credited to that same credit card. Should an error be made by ATCWA Inc. or our financial institution(s), a refund of the full amount will be made once we are notified of the error in writing.

Breaches

N/A

Applicable Standard/s

N/A

Cross reference to relevant policy

- Donor Policy

Forms/Documents/Records pertaining to this policy