

REFUND POLICY

Policy Statement

Baptist World Aid Australia (BWAA), a wholly-owned subsidiary of Transform Aid International (TAI), is committed to fairness and transparency and respects the financial contributions that are made towards our humanitarian, development and advocacy programs. BWAA asks that anyone proceeding with a gift considers their gift and gift amount carefully.

We acknowledge that it is possible for a supporter to make an error when making a gift. We also recognise the potential for administrative or technical errors to occur. A request for a refund of contributions already donated to BWAA by a supporter will be considered and determined on a case by case basis in a timely and efficient manner.

Scope and Purpose

This Policy applies to all those who make financial gifts to BWAA, and the organisation's employees and volunteers responsible for processing and managing financial donations.

Policy Objectives

To identify situations where refunds may be given and ensure that those refunds are processed in a timely fashion.

Policy Guidelines

Gifts that are tax deductible will NOT be refunded in accordance with the ATOs definition of 'gifts'.

BWAA is under no obligation to provide a refund for gifts but will endeavour to rectify genuine errors in accordance with the following principles:

- Should an error be identified, the donor should contact BWAA as soon as possible, preferably within 30 days but no more than 90 days, from the date the gift was received, to make a request for refund.
- All requests must be made in writing and forwarded as follows:
 - Email: hello@baptistworldaid.org.au
 - Mail: Finance & Donations
 - Baptist World Aid Australia
 - Locked Bag 2200, North Ryde BC, NSW 1670
- Requests for refunds must include the details of the initial transaction including date, amount, supporter's full name, supporter ID number (if known) and the nature of the error.

- All requests will be examined and approved at BWAA's discretion. A refund must be approved by the Finance Manager before it can be processed.
- Should a refund be approved, a new receipt will be issued where applicable. Any original receipt previously issued will immediately become void and invalid. Where a tax receipt is issued, it is the supporter's responsibility to inform ATO if tax deductibility has already been claimed. BWAA will be not held responsible for the supporter's personal tax matters.
- Refunds will be made within 5 working days of a decision and returned in the original method of payment- i.e. if the gift was made by credit card, the funds will be returned to that same credit card.
- Should an administrative or technical error be made by BWAA, a full refund will be made immediately upon notification of the error.
- Details of any refund requests should be recorded in the supporter's record including the date, a copy, the nature, and the outcome of the refund request.

Responsibilities

Responsibility for the strategic management of the Refund Policy in the Organisation will lie with the Director of Finance and Operations.

Responsibility for the operational management of the Refund Policy will lie with the Finance Manager.

This policy will be available on TAI's intranet and the BWAA website.

This policy will be reviewed triennially, or sooner as required.

Document Control Information

Refund Policy	
Owner	Director of Finance and Operations
Master Copy	Policy QA Coordinator
Date created	22/08/2014
Date last reviewed	10/07/2019
Approved by Director of Finance and Operations	23/07/2019
Date next Review	23/07/2022

Date	Version	Revision Description	Review/ Updated by
22/08/2014	1	Created	
10/08/2015	2	Reviewed without changes	
21/01/2016	3	Policy rewritten –modified guiding principles, policy statement, scope and policy guidelines	Supporter Engagement Manager
10/07/2019	4	Reviewed with minor updates	Policy QA Coordinator
22/07/2019	5	Updated to reflect that Finance & Donations report to the Finance Manager and responsibility should be Finance.	Senior Manager, Fundraising
25/5/2022	6	Updated branding, no content change	Compliance and Risk Coordinator