

UNICEF Australia Refund Procedure

Refund Procedure

1. Review

Review of this procedure will occur every	3 years
Procedure Owner	Director of Finance
Required on Website?	Yes

VERSION LOG

Note: *Where amendments are only approved by ELT and not in line with Approval Level noted in the table above because the nature of the amendment is minor, the existing Next Review Due Date must be retained to ensure review occurs by the appropriate Approval Level.

Version	Author/s	Approved By*	Approval Date	Next Review Due	Comments
V1	Fundraising	ELT	19 Dec 2018	Dec 2021	
V2	Fundraising	ELT	Sept 2022	Sept 2025	
V3	Operations	ELT	Apr 2023	Sept 2025	

2. Purpose

Due to the nature of charity donations and because UNICEF Australia regularly remits funds overseas to international programs, we are under no obligation to give refunds. Decisions on refunds will be at the discretion of UNICEF Australia's management.

This procedure is to guide UNICEF Australia's handling, consideration and decision making in relation to refund requests.

This procedure is written in accordance with best practice guidance from the Fundraising Institute of Australia.

3. Guiding Principles

Any request for refund of contributions already donated to UNICEF Australia by a supporter will be considered and determined on a case-by-case basis.

Principles to be followed in deciding whether to make a refund are:

- Supporter vulnerability and level of financial hardship;
- Extent to which UNICEF Australia and its agents are at fault;
- Extent to which a genuine mistake was made by the supporter rather than a change of mind;
- UNICEF Australia's due diligence framework, anti-money laundering and fraud policies

4. Application

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This procedure applies to any donation refund requests made by UNICEF Australia supporters.

5. Responsibilities

The **Supporter Experience** team are responsible for receiving the initial request for refund via the methods outlined within the UA Website Refund Policy in section 7 below. In the event of refunds falling below \$1,000 the Supporter Experience team can assess the request and can process any non-problematic refunds that meet the criteria for a refund.

The **Chief Marketing Officer** and **Director of Finance** are responsible for providing guidance and a final decision in the event that there is no clear resolution, or the supporter wishes the matter to be escalated, or the refund exceeds \$1,000.

6. UA Website Refund Procedure

The following information shall be held on the UNICEF Australia website to provide clarity to supporters requesting donation refunds.

Refund Statement

Any request for refund of contributions already donated to UNICEF Australia by a supporter will be considered and determined on a case-by-case basis. Refunds will be returned to the card/bank account originally debited.

If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. Please note it is your responsibility to submit only correct receipts to the Australian Tax Office.

Donations and Refunds

UNICEF Australia accepts all donations in good faith, including monthly gifts to our Global Parent program. Whilst we understand entirely that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we will not refund a donation that has been knowingly and voluntarily given to us.

- We *will* refund if there is evidence that an error was made by UNICEF Australia or one of our agents
- We *will* refund if there is evidence that a supporter has requested a regular debit cancellation 10 days prior to the debit date, however the debits have continued.
- We *may* refund if there are exceptional circumstances for example evidence of supporter vulnerability

Where a situation does not fit into the above criteria the Supporter Experience Manager will consult with the Chief Marketing Officer and Director of Finance to resolve the matter

Should an error in the donation amount be detected and a request for refund made after 90 days have expired, UNICEF Australia regrets that we are unable to issue a refund.

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UNICEF Australia is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed onto the supporter.

Applying for a Refund

If you wish to apply for a refund please submit your request by providing your full name, Supporter ID (if known), full mailing address and phone number. Please include details of how you made the donation, the date and amount given and the circumstances justifying your request. Upon receipt we will review your application and respond within *2 business days* of the outcome of your request. If the request is approved, the refunded amount will be available in your bank within 5 working days depending on your financial institute.

Please send your request in writing to support@unicef.org.au or please call our Supporter Relations Team on 1300 884 233 or (02) 9261 2811.

7. Associated Policies and Procedures

This Refund Procedure supports the implementation of the Fundraising Policy