



Policy Reference No OPOL-F-006	Refund Policy and Procedure
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Current version number	1			
Review frequency	Annually	<input type="checkbox"/>	Every three years	X
Approved by	Board	<input type="checkbox"/>	CEO	X
Date current version approved	10 August 2020			
Next review date	10 August 2023			
Applies to	The Board; CEO; all staff, contractors, consultants, volunteers (collectively referred to as team members); stakeholders and clients accessing Youturn's services			

Policy context: This policy relates to	
Commonwealth and state legislation	<p>Australian Commonwealth Acts</p> <ul style="list-style-type: none"> • <i>Privacy Act 1988 (Cth)</i> • <i>Privacy Amendment (Enhancing Privacy Protection) 2012</i> • <i>Crimes Act 1914</i> • <i>Criminal Code Act 1995</i> • <i>Corporations Act 2001</i> <p>Queensland Acts</p> <ul style="list-style-type: none"> • <i>Information Privacy Act 2009</i> • <i>Right to Information Act 2009</i> • <i>Criminal Code 1899</i>
Regulatory requirements	-
National and international best practice standards	-
Contractual obligations	-
Related organisational policies	<ul style="list-style-type: none"> • OPOL-QSR-004A Privacy and Confidentiality Policy • SPOL-007 Code of Conduct • OPOL-F-001 Information, Communication and Technology Policy and Procedure
Related forms, templates, and other organisational documents	-



Introduction

Our mission to support young people in their times of need, to live healthy and meaningful lives, is enhanced through the generosity of our donors.

Youturn is a not-for-profit organisation which started 30 years ago to address and support youth homelessness in the Noosa region. Since then, we have grown and evolved into a vibrant organisation dedicated to making a difference across three core areas of:

- Child Safety,
- Mental Health, and
- Homelessness.

Most of the people we help reach out to us in times of intense crisis or emotional distress, seeking our understanding and compassion. Our Youturn team provides non-judgmental, individualised support to those in need, ensuring we are delivering on our Mission, Values and Vision.

This policy provides the guidelines for the eligibility and assessment of donation refunds.

Donations

- Youturn is registered as a charity with the Australian Charities and Not for Profits Commission.
- All pricing and transactions on Youturn Limited's website are stated in Australian Dollars (AUD) and are secured using 128 Bit Secure Socket Layer (SSL) encryption technology.
- By completing a donation, you certify that you:
 - accept the Terms and Conditions, and the Privacy and Confidentiality Policy; and
 - understand you can cease communication, or access and change your personal information by calling 07 5442 4277 or emailing community@youturn.org.au
- We will only use your information to process your donations and communicate with you about our charitable objectives.
- Donations by individuals can be made in the form of one-off donations, regular gifts, or bequests.
- Youturn will determine where the funds are directed within its services.
- If a donation is designated to a specific project, Youturn will use reasonable endeavours to direct that donation to that designated project. When this is not possible, Youturn will direct your donation to an alternate use. The redirection of donations will not be individually communicated to donors.
- Donations of gifts in kind will also be directed as determined by Youturn.



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- Youturn can provide official receipts for eligible donations of \$2.00 or more.
 - Donors providing single gifts receive a receipt for each donation and regular gifts receive an annual receipt, unless otherwise requested.
 - Youturn accepts anonymous donations but is unable to issue a tax-deductible receipt to the donor in such circumstances.

Online donations

- Our websites are enabled for online donations using a secure donation server.
- Despite security on our websites, you should be aware that there are risks in transferring information across the Internet.
- We record on our fundraising database the donor's name, address, email, telephone, and amount donated.
- Our fundraising database is protected by secure user IDs and passwords, to help protect it from misuse, unauthorised access, modification, or disclosure.
- For more details on the collection and use of donor data, please see our Privacy and Confidentiality Policy.

Refunds

- To seek a donation refund you must contact Youturn within 14 days of receipt by phone on 07 5442 4277 between 8am and 4pm AEST (Australian Eastern Standard Time) Monday to Friday or by email to community@youturn.org.au. Alternatively, you can send written requests to: Youturn, PO Box 365, Tewantin, Qld, 4565.
- Any donation, purchase or other transactions made through our websites by a user inserting that user's credit card details is final and not disputable.
- Where there has been an unauthorised use of a user's credit card, and the unauthorised nature of that use is proved on the balance of probabilities, then the donation may be considered for refund.
- Youturn thoroughly considers all requests for a refund and will ensure that genuine errors are corrected, however we are under no obligation to give refunds and the decisions on refunds will be at Youturn's discretion.
- If you would like to request a refund please provide details of how you made the donation, the amount, the date, and the circumstances validating your request.



- If a donation is refunded, the associated tax receipt is no longer valid and should be securely destroyed. Please note it is your responsibility to submit correct receipts to the Australia Taxation Office (ATO).

Recurring Donations Cancellation

- To cancel recurring donations, notification is required at least 10 clear business days prior to the next scheduled payment date.



Revision history

Version no	Date commenced	Change description	Review date	Policy owner		Authorised by (CEO or Board)
				Position title	Focus area or support service	
1	10 August 2020	<ul style="list-style-type: none">Initial version	10 August 2023	CFO	Finance	CEO
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