



**Refund Policy and Procedure**

<b>Current version number</b>	1.1			
<b>Review frequency</b>	Annually	<input type="checkbox"/>	Every three years	X
<b>Approved by</b>	Board	<input type="checkbox"/>	CEO	X
	GM	<input type="checkbox"/>	PM	<input type="checkbox"/>
<b>Date current version approved</b>	26/10/2023			
<b>Next review date</b>	26/10/2026			
<b>Summary</b>	This policy provides the guidelines for the eligibility and assessment of donation refunds.			
<b>Applies to</b>	This policy applies to the Board, CEO, all employees, contractors, consultants, volunteers and students – collectively referred to as the 'Workforce'.			

<b>Policy context</b>	
<b>Commonwealth and state legislation</b>	<p><b>Australian Commonwealth Acts</b></p> <ul style="list-style-type: none"> <li>• <i>Privacy Act 1988 (Cth)</i></li> <li>• <i>Privacy Amendment (Enhancing Privacy Protection) 2012</i></li> <li>• <i>Crimes Act 1914</i></li> <li>• <i>Criminal Code Act 1995</i></li> <li>• <i>Corporations Act 2001</i></li> </ul> <p><b>Queensland Acts</b></p> <ul style="list-style-type: none"> <li>• <i>Information Privacy Act 2009</i></li> <li>• <i>Right to Information Act 2009</i></li> <li>• <i>Criminal Code 1899</i></li> </ul>
<b>Regulatory requirements</b>	•
<b>Contractual obligations</b>	•
<b>National and international best practice standards and guidelines</b>	•
<b>Related organisational procedures</b>	•
<b>Other related organisational documents</b>	• Code of Conduct
<b>Breach of Policy</b>	Any breach of this policy and any related procedure/s may lead to disciplinary action and may also be subject to sanctions under the relevant legislation.



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## Introduction

Our mission to support vulnerable 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 four core areas of:

- Child Safety
- Suicide Prevention
- Mental Health
- 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](mailto: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.
- 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.

**Print Warning:** Printed "Uncontrolled" copies of this document or part thereof should not be relied upon as a current reference document. **Always** refer to a "Controlled" copy of the document on QMS for the latest version.



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## 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 payment 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](mailto: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.



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## Revision History

v	Change description	Owned by	Approved by	Approval date
1.1	Scheduled review, no change.	CFO	CEO	26/10/2023
1.0	Initial document	CFO	CEO	10/08/2020