
Donations Refund Policy



Supporting women.
Defeating poverty.

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1. Purpose of Policy

The aim of this policy is to ensure general public donation refunds will be made:

- On the basis of the criteria set out in this policy;
- Refunds will be processed in accordance with the procedure mentioned in this policy;
- All donors will be treated with equality and fairness.

2. Scope

This policy applies to all people who make a donation to CARE Australia.

3. Related Policies and Procedures

- CA Complaints Management Procedure 2023-2028
- CARE Australia Privacy Policy & Collections Statement
- CARE Australia Fundraising Charter
- CARE International Policy of Fraud and Corruption
- CA Vulnerable Persons Fundraising Policy 2022-2024
- Lendwithcare Terms & Conditions

4. Supporting documents and references

Legislation

- Australian Consumer Law (Australian Competition and Consumer Commission).

5. Policy owner

Head of Donor Relations and Director Fundraising & Marketing.

6. Implementation and communications

This policy will be distributed to all members of the Fundraising & Marketing Team, Finance Team and also made available to the general public via the CARE Australia website.

7. Policy details

- Date of the policy: August 2023
- Schedule for review of the policy: August 2028

CARE Australia accepts donations in good faith and is committed to the highest levels of transparency and accountability with regard to the critical financial contributions we receive from our supporters.

To honour and respect their generosity, this policy outlines how CARE Australia manages and actions requests for donation refunds.

When will CARE Australia consider a refund?

- If an error was made on a paper or online donation - within 30 days of donation processing date;
- When there is evidence of an error on CARE Australia's behalf - within 90 days of the donation processing date;
- If the donation was made by fraudulent means;
- In exceptional circumstances - for example, if there is evidence of supporter vulnerability.

When will CARE Australia not consider a refund?

In order to protect our financial reporting efficacy, funding structure and programmatic deliverables, we cannot issue a refund after 90 days of the donation date in any circumstances.

Any instances where the donor is disputing our refusal of a refund outside of the 90 days will be escalated to the Director of Fundraising & Marketing for approval.

Change of mind

Donors who change their mind will not be provided with automatic refunds. However, we understand that sometimes mistakes can occur when making donations online or via donation forms. As a result, we will honour refund requests that are made within 30 days of the original donation processing date where an error was made by the donor.

Errors by CARE Australia

If an error has been made by CARE Australia or its financial institution, a full refund will be made upon notification of the error within 90 days of the donation date.

Regular gifts (automated donations)

When there is evidence that CARE Australia has made an error and not actioned a previously received request for the cancellation of any regular, automated gifts, we will honour a refund in line with the date of the original cancellation request.

When there is no evidence to support that a previous cancellation request was made, CARE Australia will consider issuing a refund of regular gifts received in the previous 30 days.

We strongly encourage all donors to send their cancellation requests in writing to:

CARE Australia (Supporter CARE Team)

PO Box 372 Collins Street West,

Melbourne VIC 8007

Email: info@care.org.au

Fraudulent transactions

If a donor's banking or credit card details have been fraudulently obtained and used to make a donation to CARE Australia a refund may be issued after further investigations by CARE Australia. In this instance, the matter will be reported to the police by CARE Australia and the donor is encouraged to also inform their financial institution and the police immediately.

Requesting a refund

Requests must be made by the person who made the donation - or in the case where a supporter is considered vulnerable, a nominated representative - and submitted in writing to:

CARE Australia (Supporter CARE Team)

PO Box 372 Collins Street West,

Melbourne VIC 8007

Email: info@care.org.au

A refund request should include the donor's name, Supporter ID (if known) or receipt number, date of the donation, amount and the reason the refund is being requested.

Issuing the refund

Once the refund request has been approved, it will be processed within seven working days.

Refunds will be returned using the same payment method as the original donation. In the case where the donation was made by credit card, the refund must be credited back to that same credit card.

In the event of a refund we will issue a new tax receipt and the original will become invalid.

8. Definitions

'Processing date' is the date on which the payment was processed and receipted.