

To ensure that people who have donated on-line are informed about Indigo Junctions refund policy and what to do if they have donated in error or made a mistake in the amount of the donation

All Indigo Junction Policies are to be read in conjunction with this overarching policy commitment statement, the Specialist Homelessness Services (SHS) service standards

1.0 PURPOSE

This Refund Policy outlines definitions, principles, refunds and refund requests for on-line donations to ensure transparency of the process.

This policy applies to all on-line monetary donations.

2.0 DEFINITIONS

Type	Definition	Tax Deductible	Type of Receipt
Donation	A sum of money given to a charity without the expectation of something in return	Yes – If over \$2.00	Tax Deductible Receipt
Sponsorship/Sponsor	A person or organisation that pays for or contributes to the costs involved in staging an event in return for advertising or provides funds for a specific project/ activity	No	Standard Receipt – Not Tax Deductible
Gifts in Kind / Good in Kind	Charitable giving in which instead of giving money to buy needed goods and services, the goods and services themselves are given	No	Letter of Thanks

3.0 PRINCIPLES

In line with both Indigo Junction’s Privacy Policy and Funding and Charitable Status Policy the organisation will:

- Only raise funds for justifiable needs.
- Ensure monies received through fundraising are utilised to enhance client, service and organisational outcomes and impacts.

- Respect the privacy of donors at all times.
- Subscribe to the Voluntary Code of Practice for Public Fundraising as presented on the Department of Mines, Industry Regulation and Safety web site at: <http://www.commerce.wa.gov.au/consumer-protection/charities>
- Maintain its status as a registered charity with the Australian Charities and Not-for-profits Commission (ACNC).

4.0 REFUNDS

Indigo Junction expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

Indigo Junction recognises that it is possible to make an error when making an online donation or for donors to change their mind. An error could also be made by Indigo Junction or our financial institution.

We understand that mistakes can be made when making donations online, in this instance we will honour all refund requests that are made within 30 days of the original donation date.

Refunds will be returned using the original method of payment – if a donation has been made by credit card, the refund must be credited to that same credit card. Refund requests must be made by either the person who made the donation, a named person on the record or the card holder.

In the event that fraud is involved, the matter will be reported to the police.

In any instance where an error has been made by Indigo Junction, or any of our third-party affiliates, we will honour a refund request made within 90 days of the donation date.

5.0 REFUNDS REQUESTS

All requests for refunds must be made in writing and forwarded as follows:

Email: accounts@indigojunction.org.au

Fax: 08 9250 1513

Mail: Indigo Junction Accounts, P.O. BOX 1276, MIDLAND DC, WA 6936.

Your refund request should include details of the initial donation including:

- Your name or the name of the donor;
- contact details of the donor – phone, email, address;
- the date the donation was made;
- the amount donated;
- the receipt number;
- the nature of the error; and
- and any other information you think we should know.

Refund Policy

Should the refund be approved, any original receipt issued for the incorrect amount immediately becomes void and invalid. Indigo Junction will issue a new receipt where applicable.


Associated Indigo Junction policies to this policy:

- Privacy and Confidentiality (GO0001)
- Funding and Charitable Status (MA5002)
- Records Management (MA5003)

Policy Context: this policy relates to

Applicable Standards or other external obligations	
Applicable legislation	Australian Charities and Not-for-profits Commission (ACNC) Australian Accounting Standards Department of Mines, Industry Regulation and Safety
Applicable contractual obligations	

Policy Contact Person: CEO

Approval Signature	
Date of Approval	September 2020



Refund Policy

Policy Number: MA5009

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Scheduled review date: September 2022

Responsible person: CEO