

### 1. Purpose

The purpose of this policy is to guide decision-making at Youth Off The Streets (YOTS) in regard to the refund of financial donations.

### 2. Scope

This policy applies to all YOTS workers and Board members.

### 3. Principles

YOTS is registered as a charity with the Australian Charities and Not for Profits Commission (ACNC). YOTS accepts financial donations to provide support services to the young people in our care. YOTS is grateful for the support of our donors and commits to using donations efficiently.

Donations by individuals can be made in the form of one-off donations, regular gifts or bequests. Generally, a donation to YOTS is not refundable and the issue of a refund is discretionary.

### 4. Receipting donations

YOTS provides official receipts for approved donations of \$2.00 or more. YOTS accepts anonymous donations but is unable to issue a tax-deductible receipt to the donor in such circumstances.

### 5. Decision-making

Decisions on refunds will be made on a case-by-case basis after analysis of the circumstances of the donation. YOTS will consider a refund in the circumstances listed below upon a justified request from the donor:

- We will refund the donation if there was an error made by YOTS.
- We will refund the donation if the donation was made unknowingly, for example in a situation where a donation was made with a stolen or lost card.
- We may refund the donation if the donor accidentally entered the wrong amount.
- We may refund the donation if the donor has accidentally created a monthly donation whereas the intention was to make a one-off donation.
- We may refund in other similar exceptional circumstances.

## 6. Requesting a refund

Request for a refund must be made in writing within 60 days after the date of donation. The donor should email: [community@youthoffthestreets.com.au](mailto:community@youthoffthestreets.com.au), including the following details about the donation:

- a) name of donor
- b) email address provided at the time of the donation
- c) phone number of donor
- d) details of how the donation was made
- e) date of the donation
- f) amount of the donation (including a copy of the receipt issued by YOTS); and
- g) the circumstances to support the request.

We will review and provide a response to the request within two business days. If the request is accepted, we will process the refund as soon as possible to the same card or account from which the donation was made. It may take 10-14 business days for the refund to reach the donor's account. Any bank or transaction charges will be passed on to the donor.

## 7. Information management

If a donation is refunded, the associated tax receipt is no longer valid and will be securely destroyed, including the Raiser's Edge database. Access to this information system is restricted to authorised staff. All information concerning donors will be confidential.

## 8. Definitions

Bequest	means philanthropic provisions in a donor's will expressed as a: <ul style="list-style-type: none"><li>• residual gift: the remainder or percentage of the estate.</li><li>• percentage of the entire estate.</li><li>• pecuniary gift: a specific cash gift amount.</li><li>• specific asset gift: real estate, shares, bonds or other articles of value.</li></ul>
Financial donation	means money given to YOTS where the donation does not provide material benefit to the donor, other than a potential tax benefit for donations over \$2.
Financial donor	means a person or institution that gives money to YOTS.
Refund	means a repayment of the financial donation to the donor.

## 9. Related documents

Major Gifts Policy

Privacy Policy

## 10. Legislation and standards

ACNC Governance Standards

Fundraising Institute Australia Code (2018)

## 11. Document status

<b>Title:</b>	Refund Policy
<b>Version:</b>	1
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