Refund Procedure

1. **Purpose**

This purpose of this Procedure is to record processes for refunds for:

* Services not required
* Overpayments
* Incorrect payments
1. **Scope**

The scope of this Procedure includes refund process, refund payee, refund amount and refund method.

1. **Procedure Detail**

 **3.1 Refund Process**

If a refund of a payment is required, the customer must take the following steps:

a) Contact Hobsons Bay City Council to explain the problem.

b) Provide your proof of purchase with a receipt or bank/credit card statement.

All refunds must be authorised by a Council officer with a delegated authority. Approval of refunds is up to the discretion of an authorised Council officer.

**3.2 Refund Payee**

Refunds will be made to the name on the original payment receipt. If a refund payment is required to be assigned to another party, written authority is required from the payee whose name is on the original receipt.

**3.3 Refund Amount**

Approved refunds will be for the full amount unless a partial refund is appropriate. Partial refunds may occur where:

* Part of the service has already been provided.
* There is damage to Council property.
* The payee has other debts to Council which the refund can be applied against.

No interest will be applied to any refunds.

**3.4 Method of Refund**

Refund payments will be issued by cheque within 14 days of approval by a Council officer.

Refunds of card payments made over the counter are available on the same business day that payment is received by Council.

Refunds from Australia Post, BPAY and BPOINT transactions will be reversed against the original payment transaction after the authorisation of a Council officer within the Finance department of Hobsons Bay City Council.

Cash refunds are not available.

1. **Monitoring, Evaluation and Review**

This procedure will be formally reviewed by the Financial Accountant every 12 months or when business requirements change.

**5 Document Control**

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| **Procedure Name** | **Refund Procedure** |
| **Object ID** | **PRO** |
| **Responsible Directorate** | **Corporate Services** |
| **Document Owner** | **Financial Accountant** |
| **Date of Authorisation** | **10/08/2018** |
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**Version History**

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| **Version Number** | **Date** | **Authorised by** |
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