



Policy Title	Refunds
Related Documentation	Refund Report
Relevant Legislation/ Corporate Plan	<i>Local Government Act 1993</i> <i>Local Government (General) Regulation 2005</i>
Responsible Officer	Executive Manager Corporate Services and Governance

Policy details may change prior to review date due to legislative changes, therefore this document is uncontrolled when printed.

Objectives

To provide clear objectives and outcomes in the process of refunding monies paid to Council.

Policy Statement

Where a refund of monies is required, payment shall be made within 10 business days in the name of the person or organisation appearing on the original receipt. Alternative arrangements may only be considered where an authority has been provided in writing by an authorised person.

Refunds will be made by cheque, EFT or by way of payment reversal through BPAY. Credit card payments made over the counter are available same business day as 'card present' transactions only and for the full amount of the original payment. Phone, internet and mail remittances shall be refunded to the card initiating the payment.

No cash refunds are permitted unless receipt issued prior to end of day process and receipt reversed. Reversed receipts must be authorised by Supervisor or Cashier Supervisor.

Applications for refund must be made in writing by an authorised person.

Scope

It is estimated that fewer than 500 refunds are processed per annum.

DATA AND DOCUMENT CONTROL		
Division: City Governance Section: Financial Services Record No: CDO-23/239	Adopted Date: 10/04/2012 Revised Date: 11/04/2023 Minute Number: 077 Review Date: 30/06/2028	Page: 1 of 3

Definitions

Authorised person	the person whose name appears on the receipt, their agent or legal representative. In the case of a business or company their title and position within that organisation
EFT	Electronic Funds Transfer
Credit Card	Mastercard, Visa credit or AMEX card facilities
Card Present	Where the card is presented by the holder and either signed or PIN authorised
Cashier Supervisor	Staff appointed to managing Pathway cashiers
Supervisor	Staff appointed to managing cashiers at off-site locations.

Legislative Context

Local Government Act 1993 – Division 2

Local Government (General) Regulation 2005 – Division 5

Principles

The Executive Manager Corporate Services and Governance will be responsible for administering the principles and ensuring that appropriate steps are taken to maintain a level of confidentiality and proper process for all refunds.

Responsibility

The Executive Manager Corporate Services and Governance may delegate responsibility to the Senior Revenue Accountant to ensure proper procedural documentation is maintained at a level satisfactory to Council and relevant legislation.

Effectiveness of this Policy

Key performance indicators that may be used to measure the effectiveness of this Policy are:

- All refunds are to be made within 10 business days.

END OF POLICY STATEMENT

Contact for inquiries and proposed changes

Position/Section	Executive Manager Corporate Services and Governance
Contact Number	4645 4695