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**FPR217 – DONATION REFUND PROCEDURE**

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Procedure number	FPR217	Version	1
Drafted by	NAATSIHWP	Approved by CEO on	27 Sep 2021
Responsible person	CEO	Scheduled review date	27 Sep 2023

**Responsibilities**

The following Officers have delegated authority for financial transactions in accordance with Section 4 of the Delegations Manual:

- The CEO;
- Manager Executive Services;
- Manager Professional Development;
- Manager Policy, Project & Research;
- Senior Finance Officer; and
- The Executive Support Officer.

The CEO is responsible for managing and monitoring this refund procedure to ensure compliance.

Justification is necessary for either the return of merchandise [in original packaging] or a change to a donation. Consideration of any refund will be in accordance with the NAATSIHWP Delegations Manual.

Purchasers through the NAATSIHWP website must complete all Sections of the relevant webpage. If an error has occurred by the purchaser, a refund may be made, if justified, by an email within five [5] working days of an error being made.

**Procedures**

1. A formal and fully detailed request is to be lodged within five (5) days; and
2. The Delegate is to acknowledge and provide a written response within seven (7) working days of receipt of a request for a refund.

**Donation Refunds**

NAATSIHWP is under no obligation to give a refund if an error has been made regarding the amount of the donation, however in keeping our good reputation, consideration will be given to:

- accountability;
- risk management;
- probity and transparency; and
- good customer relationship and fairness.

**Related Documents**

[Delegations Procedure – GPR306](#)

[Risk Management Policy – GPP308](#)

[Financial Management Policy – FPP203](#)

## Authorisation

A handwritten signature in black ink, appearing to be 'K. Briscoe', written over a horizontal line.

Signature of CEO

Name of CEO: Karl Briscoe

Date of Approval: 27 September 2021

National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners  
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