

# Refunds Policy

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**Financial Services**

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## 1. Objective

To provide guidelines for the issue of any refunds required in association with the provision of any Council goods and services.

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## 2. Types of Refunds

Refunds may be required for a variety of reasons:

- Overpayments
- Returned goods
- Service not required
- Incorrect payment
- Release of bond or deposit

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## 3. Delegated Authority

All refunds must be authorised by a Council officer with Delegated Authority outlined under delegation reference RF010 – Finance – Refunds.

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## 4. Refund Amount

Refunds will be for the full amount unless it is appropriate to provide only a partial refund under the particular circumstances.

Reasons for a partial refund may include:

- Part of the good or service has already been provided.
- Property damage that may have been incurred.
- Other debts to Council which the refund can be applied against.

No interest will be applied to any refunds unless previously arranged or provided for by other legislation or policy provisions.

A refund processing fee may be adopted by the Council to cover the cost of processing a refund.

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## 5. Method of Refund

The preferred method of refund is via EFT. This removes the risk of unrepresented cheques.

Bank account details for refund payments should be provided in writing. No bank account details will be accepted via telephone.

Refund of card payments made over the counter are available same business day only as “card present” transactions.

BPAY payment refunds will be reversed against the original payment transaction.

BPOINT payment refunds will be reversed against the original payment transaction if payment made within 12 months of initial payment made, otherwise refund will be made to the Customers bank account once details provided.

No cash refunds are permitted.

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## 6. Processing Times

The Financial Operations department will action all refund requests within 14 days of being received.

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## 7. Refund Payee

Refunds will generally be made to the name on the original payment receipt. If another party requests the refund be made to them, they require either the written authority of the original receipt holder, or documentary evidence as to why the refund should be made to them.

Requests for refund variations will be assessed and approved by Chief Financial Officer, Coordinator Expenditure or Coordinator Revenue where appropriate.

Customers may be requested to provide documentary evidence of payments to assist with the processing of refunds. Such information may include copies of bank or credit card statements.

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## 8. Rate Refunds

Rate refunds are often associated with property transfers, with previous owners and conveyancing agents all potentially making surplus payments.

Each rate overpayment will be investigated to determine who the refund should go to. All rate refunds will be authorised by the Chief Financial Officer or Coordinator Revenue.

Where a property is sold prior to a refund request being resolved, the refund request may not always be approved. A rates payment is a payment against the property and liability issues arise when the requestor is no longer the owner of the property.

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1300 722 542  
council@randwick.nsw.gov.au  
www.randwick.nsw.gov.au

**Randwick City Council**  
30 Frances Street  
Randwick NSW 2031