



Donation Refund Policy

Policy Statement

Baptist World Aid Australia (BWAA) is deeply committed to fairness, transparency, and the stewardship of every financial contribution we receive. These gifts support our humanitarian, development and advocacy programs. We encourage all supporters to consider their donation and its amount carefully.

We understand that errors can occasionally occur, whether made by a supporter or due to an administrative or technical issue on our part. Accordingly, requests for refunds of donations are treated seriously and evaluated on a case-by-case basis, with the aim of resolving them in a timely manner.

Scope and Purpose

This Policy applies to all individuals and entities who make financial gifts to BWAA, as well as to all BWAA employees and volunteers involved in processing and managing these donations.

Policy Objectives

The objectives of this policy are to define the circumstances under which donation refunds may be granted and to ensure a consistent and timely process for handling such requests.

What does the policy look like in practice?

Tax Deductible Gifts

In accordance with the Australian Taxation Office (ATO) definition of a 'gift', donations that have been issued a tax-deductible receipt cannot be refunded.

Discretionary Refunds

While BWAA is under no legal obligation to refund any gift, we are committed to rectifying genuine errors. Refunds are granted at the sole discretion of BWAA.

Time Frame for Requests

A donor who identifies an error must notify BWAA as soon as possible. To be considered, a refund request should be submitted preferably within 30 days, and no later than 90 days, from the date the donation was processed.

How to request a refund

All refund requests must be submitted in writing to:

Email: hello@baptistworldaid.org.au

Mail: Finance & Donations, Baptist World Aid Australia, Locked Bag 2200, North Ryde BC, NSW 1670



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CALLED



COLLABORATIVE



LEARNING

The request must include all relevant transaction details: donation date, amount, donor's full name, supporter ID number (if known) and a clear description of the error.

Request Assessment

All refund requests will be reviewed and must be approved by the Senior Accountant before processing.

Processing Approved Refunds

- Approved Refunds will be processed within 5 working days and returned using the original payment method.
- If an official receipt was issued for the original donation, it will be voided upon refund, and a new receipt will be issued where applicable.
- It is the donor's responsibility to inform ATO if a tax deduction was already claimed. BWAA accepts no liability for a donor's personal tax affairs.

Errors by BWAA

In the event of an administrative or technical error made by BWAA, a full refund will be issued promptly upon discovery and verification of the error.

Record Keeping

Details of all refund requests, including the date, nature, and outcome, will be recorded in the supporter's record.

Responsibilities

Position	Responsible for:
Chief Financial Officer	<ul style="list-style-type: none">• Strategic Management of this policy
Senior Accountant	<ul style="list-style-type: none">• Operational responsibility for its implementation and day-to-day management

Compliance with this policy will be monitored by the positions listed in the table above.

Noncompliance with this policy will be managed in accordance with the Disciplinary Policy.

Accessing the Policy

This policy will be available on BWAA's Governance Hub in the Policies and Procedures Teams Channel and on BWAA's website.

Review and Amendment

This policy will be reviewed every three years or sooner as required.

Document Control Information

Donation Refund Policy	
Owner	Chief Financial Officer
Master Copy	Risk & Governance Team
Document Type	Approval required
<input type="checkbox"/> Governance, Substantive Operational/ Organisation Policies	Board
<input checked="" type="checkbox"/> Operational/ Organisation Policies	Executive
<input type="checkbox"/> Departmental Policies	Department Director
<input type="checkbox"/> Procedure	Department Director
<input type="checkbox"/> Substantive Procedure/ Procedure that impacts whole organisation	Executive
<input type="checkbox"/> Other TAI Documents: work instructions, forms, guidelines, manuals	Department Director
<input type="checkbox"/> Other substantive TAI Document	Departmental Director, Executive and Board
Date created	22/08/2014
Date last reviewed	21/11/2025
Date Approved	7/4/2025
Date next Review	21/11/2028

Date	Version	Revision Description	Reviewed / Updated by
22/08/2014	1	Created	
10/08/2015	2	Reviewed without changes	
21/01/2016	3	Policy rewritten – modified guiding principles, policy statement, scope and policy guidelines	Supporter Engagement Manager
10/07/2019	4	Reviewed with minor updates	Policy QA Coordinator
22/07/2019	5	Updated to reflect that Finance & Donations report to the Finance Manager and responsibility should be Finance.	Senior Manager, Fundraising
20/11/2025	6	Policy rewritten, modified guiding principles and policy	Finance Officer