



Name: ANZSNM Refund Policy

Approved by: ANZSNM Federal Council

Last reviewed: 09/03/2011 (next review to be within two years of this date)

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## **SECTION 1 - INTRODUCTION**

### **PURPOSE**

The purpose of this policy is to detail the circumstances in which a refund may be granted for ANZSNM membership and / or ANZSNM accreditation fees.

### **SCOPE**

This policy and procedure applies to the all of the membership in the ANZSNM including all ordinary members, student members, corporate members and those with associate membership.

### **DEFINITIONS**

<b>Word/Term</b>	<b>Definition</b>
ANZSNM	Australian New Zealand Society of Nuclear Medicine
Federal executive	ANZSNM Board members: President, Secretary, Treasurer
Individual	ANZSNM member requesting refund

### **LEGISLATIVE CONTEXT**

Refunds of fees are a contractual arrangement between the ANZSNM and the individual member. As such, it is not strictly governed by any Commonwealth Act or regulation however; to assist in the production of this policy a number of sources (listed below) were consulted.

<b>Name</b>	<b>Location</b>
Corporations Act 2011	<a href="http://www.comlaw.gov.au/Details/C2011C00013">http://www.comlaw.gov.au/Details/C2011C00013</a>
ACCC warranties and refunds guide	<a href="http://www.accc.gov.au/content/index.phtml/itemId/322947">http://www.accc.gov.au/content/index.phtml/itemId/322947</a>

## SECTION 2 - POLICY

### **PRINCIPLES**

Membership and accreditation provided by the ANZSNM are in general non-refundable fees. Refunds of fees will only be made in exceptional circumstances in the case of the member making the request in writing to the secretariat within 30 days of making their original payment. The refund implies that the individual no longer wants to be regarded as a member or accredited for any purpose.

### **POLICY**

<b>1.</b>	<b>Membership / Accreditation Refund</b>
<b>1.1</b>	<b>Refunds</b>
	Membership and Accreditation fees may be refunded in exceptional circumstances of financial hardship or change in personal circumstances (excluding Maternity and Long Service Leave). All circumstances will be considered by the Federal board executive.
	Provided the individual has followed the requisite procedure, the full amount minus the applicable administration fee (inc GST) will be returned in the next routine ANZSNM banking schedule. Items are processed for banking each Wednesday and then submitted for each payment on Sunday.
	If a request is received after the 30 day period, membership fees will not be refunded.
	If a request is received after the 30 day period, accreditation fees may be refunded on a pro rata basis at the discretion of the Federal Board.
<b>1.2</b>	<b>Overpayment refund</b>
	In the case of an overpayment of fees that occurs as a result of an error by the ANZSNM or the member's financial institution, the ANZSNM will refund the overpayment to the member.
	These refunds will not be subject to an administration fee.
<b>1.3</b>	<b>Additional costs</b>
	Individual members are responsible for any fees that arise from account closures and failure to be able to transfer money into a nominated account
<b>1.4</b>	<b>2011 Administration Fees</b>
	The administration fee of \$20.00 covers credit card merchant fees and secretariat time. This fee is to be reviewed annually.
<b>1.5</b>	<b>Removal of entitlements</b>
	The individual revokes all entitlements of membership and / or accreditation as soon as the refund has been processed by the secretariat.

## SECTION 3 - PROCEDURE

### PROCEDURE

Procedure steps		Responsibility
<b>1.</b>	<b>Refunds</b>	
1.1	<b>Membership refunds</b>	
	1.1.1 The individual must write to the ANZSNM secretariat to request refund of membership fee. The letter must detail the extenuating circumstance for which the refund is requested.	Individual member
	1.1.2 The ANZSNM secretariat will inform the Federal executive of the request.	Secretariat
	1.1.3 The executive will decide if refund should be granted and advise secretariat.	Federal executive
	1.1.4 If refund is granted, secretariat will inform the individual and process the refund (minus the administration fee) at earliest possible convenience. 1.1.5 If a refund is denied then the secretariat will inform the individual outlining the reasons offered by the federal executive.	Secretariat

Procedure steps		Responsibility
<b>2.</b>	<b>Refunds</b>	
2.1	<b>Accreditation refunds</b>	
	2.1.1 The individual must write to the ANZSNM secretariat to request refund of membership fee. The letter must detail the extenuating circumstance for which the refund is requested.	Individual member
	2.1.2 The ANZSNM secretariat will inform the Federal executive of the request.	Secretariat
	2.1.3 The executive will decide if refund should be granted and advise secretariat.	Federal executive
	2.1.4 If refund is granted, secretariat will inform the individual and process the refund (minus the administration fee) at earliest possible convenience. 2.1.5 If a refund is granted after the 30 day period, then the refund must be calculated pro-rata. 2.1.6 If a refund is denied then the secretariat will inform the individual outlining the reasons offered by the federal executive.	Secretariat

## **SUPPORTING DOCUMENTATION**

### **Forms and Records Management**

<b>Form</b>	<b>Retention Time</b>	<b>Retention Location</b>
Refund policy	2 years	Secure server

### **Related Material**

<b>Name</b>	<b>Location</b>	<b>Document Type</b>
Accreditation Board documentation	<a href="http://www.anzsnm.org.au/servlet/NM?page=5&amp;name=Accreditation_Home">http://www.anzsnm.org.au/servlet/NM?page=5&amp;name=Accreditation_Home</a>	Web pages

## SECTION 4 - GOVERNANCE

### **RESPONSIBILITY**

<b>Policy Owner</b>	ANZSNM Federal Board
<b>Written By</b>	Sharon Mosley (Federal Treasurer)

### **VERSION CONTROL AND CHANGE HISTORY**

<b>Version Number</b>	<b>Approval Date</b>	<b>Approved by</b>	<b>Amendment</b>
00001	9/03/2011	Federal Board	First version

### **POLICY & PROCEDURE DIRECTORY REQUIREMENTS**

<b>CATEGORY</b>
OPERATIONAL

<b>KEYWORDS</b>
REFUND, MEMBERSHIP FEES, ACCREDITATION FEES