



**Success Works**  
Working Together

# Donations and Refund Policy

Success Works Partners Inc. ("Success Works") is registered as a charity with the Australian Charities and Not for Profits Commission.

Donations by individuals can be made in the form of one-off donations, regular gifts or bequests.

By completing a donation, you agree that:

- You accept the Website Terms and Conditions
- You accept the Privacy Policy
- You accept this Donations and Refund Policy
- You accept the Direct Debit Service Agreement (if a recurring donation only)

## Recurring Donations

Our Direct Debit Service Agreement governs the agreement by you to provide recurring donations to Success Works. To cancel recurring donations, notification is required at least 14 business days prior to the next scheduled payment date to effect any cancellation.

You can contact us at Success Works by phone on 0467 767 076 during standard business hours (AEST) to cease any communication or access and change your personal information. Alternatively, you can email: [info@successworks.org.au](mailto:info@successworks.org.au)

Success Works can provide tax-deductible receipts for approved donations of \$2.00 or more. Donors providing single gifts receive a receipt for each donation whereas donors providing a regular gift will receive an annual receipt unless requested. In terms of anonymous donations, Success Works is unable to issue a tax-deductible receipt to the donor in such circumstances.

## Refunds

While Success Works is under no obligation to refund donations, we will endeavour to fix any genuine errors as soon as possible. These include:

- Donations processed in error by Success Works
- Donations provided by a vulnerable person
- Donations where an incorrect amount was entered
- Donations processed incorrectly due to exceptional circumstances

Please note that Success Works does not normally offer refunds for a change of mind. It is for this reason that we ask that you make your choice to donate carefully.

To receive a donation refund, please contact Success Works within 14 days of receipt by phone on 0467 767 076 during standard business hours (AEST). Alternatively, you can send a written enquiry to [info@successworks.org.au](mailto:info@successworks.org.au)

Please be sure to include the details of your original donation including:

- Your full name
- The donation date
- The donation amount
- How you made the donation
- The nature of the error made

Success Works will then review your refund request and advise of the outcome. If a donation is refunded, the original tax receipt is no longer valid and should be securely destroyed.