

Donation Refund Policy

Updated: July 2026

Project Independence appreciates every donation we receive. Donations help us provide innovative housing and create pathways to home ownership for people with intellectual disabilities.

We understand that mistakes can sometimes happen when making an online donation. This policy explains when a donation refund may be requested and how we will process refund requests.

Requesting a Donation Refund

If you have made a donation in error, made a duplicate donation, or entered an incorrect donation amount, you may contact Project Independence to request a refund.

Refund requests should be made as soon as possible after the donation is made.

To request a refund, please contact our Fundraising Team at fundraising@projectindependence.com.au.

Please include:

- Your full name
- The email address used to make the donation
- The date of the donation
- The donation amount
- Your donation or transaction reference, where available
- The reason for your refund request

We will review each request and, where a refund is approved, process it using the original payment method wherever possible.

Duplicate or Incorrect Donations

If you have accidentally made the same donation more than once or entered an incorrect amount, please contact us as soon as possible so we can review the transaction and assist with a refund where appropriate.

Refund Processing

Approved refunds will generally be returned to the original payment method.

Please allow up to **10 business days** for an approved refund to appear in your account, depending on your bank or payment provider.

Any applicable third-party payment processing or transaction fees may be non-refundable where permitted by law.

Donations Made Through Third-Party Platforms

If your donation was made through a third-party fundraising or donation platform, refund requests may be subject to that platform's terms and conditions. We will assist where possible, but some refunds may need to be processed directly by the relevant platform.

Tax-Deductible Donations

If you have received a tax-deductible donation receipt and subsequently receive a refund, the receipt will no longer apply to the refunded amount. If required, Project Independence may issue an amended or cancelled receipt.

Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any rights or remedies available under the **Australian Consumer Law** or any other applicable legislation.

If you have any questions about this policy or would like to request a donation refund, please contact fundraising@projectindependence.com.au.