



## PSA/CPSU NSW REFUND POLICY

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| DATE OF ENDORSEMENT | May 2019  |
| DATE OF EFFECT      | 5 <sup>th</sup> June 2019                       |
| DATE LAST AMENDED   | May 2019 Version 1                              |
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### **Purpose of Policy**

To provide a consistent and transparent approach in relation to the approval or otherwise when members request to have membership fees refunded.

PSA/CPSU NSW members have a responsibility to advise the Association of any changes to their individual circumstances that may result in an amendment to the fees payable for union dues.

As per rule 9 of the PSA Rules membership shall continue from year to year, unless determined in accordance with the provisions of these rules.

This should be read in conjunction with the Terms & Conditions of Membership.

## **RESIGNATION FROM PSA/CPSU NSW**

Pursuant to Rule 24

- a) A member may resign from the Association at any time by giving notice in writing to the General Secretary
  
- b) If the member ceases to be eligible to become a member of the Association their resignation shall take effect:
  - i) On the day on which the notice is received by the Association; or
  - ii) On the day specified in the notice, that is a day not earlier than the day when the member ceases to be eligible to become a member,Whichever is later.
  
- c) In any other case a resignation shall take effect:
  - i) Fourteen (14) days after the notice is received by the Association; or
  - ii) On the day specified in the noticeWhichever is later.

### **Changes to your personal details**

Members who pay directly to the association (Direct Debit/Auto Credit Card/Cash/Cheque) can update any changes to their fees by logging into the Members Area on the PSA/CPSU NSW website, by phoning the Associations' Membership section or by emailing [membership@psa.asn.au](mailto:membership@psa.asn.au)

Members who pay via payroll deduction, the relevant employer's salary section are responsible to deduct and forward the correct fee for a member according to their base gross annual earnings. The PSA/CPSU NSW does not have any control over altering the payment amounts via this method of payment as it is under the employer's control.

Regardless of method of payment, membership fees continue to be collected until such time that a resignation from PSA/CSPU NSW takes affect (rule 24).

Requests for a members' rate change may be given verbally to membership staff or Organiser. These changes may include Leave Without Pay, commencement of Parental leave, reduction in hours of work or a dismissal with an appeal pending. These changes will be confirmed in writing (including electronic format).

## **CONSIDERATION OF REFUNDS**

Refunds will usually not be made for late notifications.

Consideration on an individual case by case basis will be given when there is an extenuating circumstance. Reimbursement will be for a maximum of **3** months or the period of overpayment (whichever is the lessor)

- a) Where a member does not notify the Association in writing and fees continue to be collected, or
- b) Where the Association continues to receive fees from an employing body

Circumstances in which this provision will be reviewed and may apply include, but are not limited to:

- a) Reduction in hours of work or days of employment
- b) Periods of leave at half-pay
- c) Workers compensation pay

The member may write to the General Secretary (including the appropriate supporting documentation, copy of payslips and include any Salary Sacrifice) requesting a consideration of a reimbursement.

For periods of Leave Without Pay where reviewed, a credit may be given in lieu of a refund.

## **CONSIDERATION OF REFUND – NO LONGER ELIGIBLE TO BE A MEMBER**

When the association has not received any written notification from a member that he/she has left employment for any reason and no longer eligible to be a member, you may apply for a review to be undertaken for a consideration of a refund of fees already paid.

In this circumstance the applicant should apply in writing to the General Secretary. A copy of the Letter of Separation (Exit Letter) and the reason for not informing the Association should be supplied.

Refunds in this circumstance will not be granted further than the last taxation year ending.

Members are reminded that membership fees are tax deductible.

#### **CONSIDERATION OF REFUND – Processing Error**


In rare circumstances errors occur where there may be a duplication of membership charges. Dependant on the actual circumstance, a credit may apply in lieu of a refund. In any other circumstance, decisions will be made on a case by case basis.

#### **CONSIDERATION OF REFUND - Coverage**

If a member joins the Association and does not fall under our jurisdiction for coverage, a reimbursement will be at the sole discretion of the General Secretary.

#### **CONSIDERATION OF REFUND – Quality of service**

An application for a consideration of a refund on the grounds of inadequate service by the PSA can only be made to the Executive in writing and will only be considered favourably in extreme circumstances where the level of representation or advice, not the outcome, has been grossly unsatisfactory and not in accordance with the PSA's terms and conditions of membership.

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|   | DATE & SIGNATURE   |
| ENDORSED BY<br>A/GENERAL SECRETARY:                             | <br>7.6.19 |
| PSA EXECUTIVE ENDORSEMENT/<br>RESOLUTION NUMBER (if applicable) | EX40/19  |