

Refund of Membership Fees Policy

Members have an explicit responsibility to advise the Federation of any change in circumstances that may affect the fees payable. As no employer notifies the Federation of employment changes, responsibility rests with the member to ensure their membership details remain accurate.

Membership fees will continue to be collected, regardless of payment method, until the Federation receives appropriate notice to amend or cease membership.

1. Member Responsibility and Notification

Members must notify Federation **within 28 days** of any change that may impact their membership category or fee rate. Wherever possible, notification should be provided in advance.

This includes, but is not limited to:

- cancellation of membership (in accordance with Federal Rule 17 resignations must be submitted in writing; either hard copy or electronic form is accepted)
- periods of Leave Without Pay
- reduction in hours of employment
- periods of Half-Pay Leave
- parental leave

2. Method of Updating Membership Details

Requests to change membership category or status must be made:

- either in writing or by direct contact with Federation's Membership Section; or
- directly by the member via the online member portal.

3. Failure to Notify

Where a member does not notify the Federation within the required timeframe and fees continue to be collected incorrectly, the member may submit a written request to the General Secretary.

In such cases, the primary remedy will be the application of a credit to future membership fees.

4. Refunds and Credits

Federation's standard approach to overpayment is to apply a credit to future fees.

Where a member does not notify the Federation in writing within 28 days and fees continue to be collected the member may write to the General Secretary requesting a credit for future fees. The General Secretary will consider a credit to the member of the overpaid fees for a maximum period of three months, or the period of overpayment, whichever is lesser.

Requests for a cash refund will only be considered in extenuating circumstances and must:

- be made in writing to the General Secretary; and
- include detailed supporting documentation demonstrating compelling and exceptional circumstances.

Where a cash refund is approved, processing timeframes will be determined by the workload and operational needs of Federation's Membership Section.

5. Exceptional Circumstances

Members who believe exceptional circumstances prevented timely notification may submit a written case with appropriate supporting documentation to the General Secretary for consideration for a refund/credit for a period not exceeding 6 months from the date the category change came into effect.

6. Policy Communication

The General Secretary will ensure that this policy is communicated to all members and that new members are made aware of their obligations. This policy will be published to Federation's website and included in member communication on regular occasions.

7. Resignation Requirements

Consistent with Federal Rule 17 (4a, 4b), members resigning or retiring from the Federation must provide two weeks' notice in writing.