

CLIENT RENT REFUND POLICY

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Document Owner:	Nita Nunes
Document endorsement:	David Atkin
Document approval:	Committee of Management (COM)
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Record of policy development:

Version number	Date of issue	Lead author/ reviewer	Consultation	Significant changes on previous version
01	10/2025	Nita Nunes	David Atkin	New Policy

1.1 Policy Statement

CIDAF is committed to treating all clients fairly and transparently. CIDAF does understand that circumstances change and will consider these circumstances in cases where a request for a refund is made.

1.2 Purpose and Scope

Rehabilitation rent covers the cost of accommodation and meals during a client's stay in our program. This policy has been developed to provide clear information to clients who have paid rent in advance or who vacate the facility earlier than planned. This Rent Refund Policy also outlines the conditions under which rent refunds may be granted.

1.3 Non-Refundable Administrative Fee

All clients are subject to a **non-refundable administrative fee of \$100**, which is **deducted from any refund** issued.

This fee covers initial costs incurred upon or shortly after admission, including:

- **\$20** for utilities during the program
- **\$30** for Medical Management Fee
- **\$15** for phone and communication expenses
- **\$35** for drug/alcohol testing and assessment fees

This fee is **non-refundable under any circumstances**, including voluntary or staff discharge or cancellation.

1.4 Eligibility for Refunds

Refunds on rent payments will only be considered under the following circumstances:

- Overpayment of rent
- Duplicate payments
- Exit from the program (But subject to the non-refundable clause above)

1.5 Requesting a Refund

To request a refund outside normal business hours (Mon-Fri 9am to 5pm), the client must:

- Submit a written request via email to akalliris@foundationhouse.net.au
- Include the period payment details and reason for the refund
- Refund requests must be submitted within **7 days** of the original payment date

The following information is to be provided:

- » Full name and Company if applicable
- » Email address
- » Phone number
- » Date and amount of refund being requested
- » Method of payment

1.6 Non-refundable situations

Rent payments will **not** be refunded in the following situations:

- Failure to provide 7 days refund notice
- The \$100 administrative fee is **non-refundable under all circumstances**.

1.7 Processing of refunds

- Once a refund request is received and approved, it will be processed within **5 business days**.
- The refund will be issued via bank transfer unless otherwise arranged.
- 7 to 10 business days should be allowed for the refund to appear on the individual's statement.

1.8 Contact for Refund Enquiries

For any questions regarding refunds, please contact accounts@foundationhouse.net.au.

This policy has been incorporated in the CIDAF Financial Management Policy and Framework and is subject to change at any time without notice. The current version will always be available on our website.