

ASMOFQ Refund Policy

Purpose

The purpose of this policy is to:

Set out if and when members are entitled to refunds; and

If a member is entitled to a refund, how much they are entitled to.

This policy should be read in conjunction with the ASMOFQ Rules and the Terms & Conditions of Membership

Background

The Union may receive fees from its members through several different channels:

- Electronic Funds Transfer
- Credit card
- Bank Direct Debit
- Payroll deduction (PRD)
- Cheque
- BPAY

ASMOFQ members are responsible for advising the Union of any changes to their circumstances that may result in an amendment to the fees payable for union dues.

Resignation From ASMOFQ

If a member wishes to resign from the Union, they must provide written notice in accordance with Rule 10, Resignation of Membership.

10. RESIGNATION OF MEMBERSHIP

a) A member may terminate membership of the State Federation by written notice addressed and delivered to the State Secretary.

b) Notification of such resignation shall be taken as duly given if:

i) it is left at the registered office of the State Federation; or

ii) it is addressed to the State Federation, or any officer thereof, and sent by post to the registered office of the State Federation.

c) If a member specifies in such notification a day or time at which the resignation is to be effective, being a day or time subsequent to the time when notification is duly given, the membership of the member shall be deemed to have terminated on the day, or at the time, specified and not before, unless membership is sooner terminated by the State Federation in accordance with these rules.

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- d) A notice delivered to the person mentioned in sub-rule (1) of this rule shall be taken to have been received by the State Federation when it was delivered.*
- e) If the member does not specify in such notification a day or time at which the resignation is to be effective, then the notice of resignation takes effect on the day on which the notice is received.*
- f) Termination of membership by resignation does not affect the liability of the member or former member to pay such fees or levies as may have been owing at the date of resignation, and such moneys may be sued for and recovered in the name of the State Federation subject to any limitations of the Act.*
- g) A resignation from membership of the State Federation is valid even if it is not effected in accordance with this rule if the member is informed in writing by or on behalf of the State Federation that the resignation has been accepted.*
- h) In special circumstances the State Management Committee may by resolution accept the resignation of a member and release the member from any or all outstanding obligations to the State Federation, notwithstanding that the provisions of these rules have not been complied with.*
- i) A member, being aware of the death of any other member, shall notify the State Secretary.*
- j) An associate member may terminate their associate membership of the State Federation by written notice addressed and delivered to the State Secretary with such resignation taking effect on and from the date it is received by the State Secretary.*

Changes to member details

It is a member's responsibility to inform the Union of any changes in their employment circumstances. Any change to their membership will be effective from the date the written notification is received.

Members who pay directly to the Union can update any changes to their fees by emailing asmofqld@asmof.org.au

Members who pay via payroll deduction must notify their payroll department of any changes in their employment circumstances or to cease deductions when they have resigned from ASMOFQ.

ASMOFQ does not have any control over altering the payment amounts via this payment method as it is under the employer's control.

Regardless of the method of payment, membership fees continue to be collected until such time that a resignation from ASMOFQ takes effect (Rule 10).

Refunds

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A member is only entitled to a refund for any membership dues paid directly to ASMOFQ in advance from the date of resignation from the Union or death. Refunds will usually not be made for late notifications.

Refunds may be provided in the following circumstances:

1. When a member has left employment and is no longer eligible to be a member, and they inform the Union in writing.
2. The Member has experienced a reduction in hours of work or days of employment or pay, and they inform the Union in writing.
3. Where a processing error has resulted in a duplication of membership charges, or an incorrectly high membership charge.
4. If a member joins the Union and does not fall under our area of coverage, a reimbursement will be at the sole discretion of the State Secretary.

An application for consideration of a refund on the grounds of inadequate service by ASMOFQ can only be made to the Executive in writing. It 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 ASMOFQ's terms and conditions of membership.