

Donation Refund Policy

North Sydney Council processes donations on behalf of The Trustee for Wendy Whiteley Secret Garden.

Donations and Refunds

We accept all donations in good faith. We will consider refunds under the following circumstances if:

- there was an error made by North Sydney Council in the processing of the donation
- the donation was provided by a vulnerable person and contested by their carer or equivalent
- the donor made an error in the amount donated
- there are exceptional circumstances presented by the donor

Applications for a refund of a donation should be made within 90 days of the date the donation has been made.

If a donation is refunded, the associated tax receipt is no longer valid and should be securely destroyed. Please note it is your responsibility to submit only valid receipts to the Australian Tax Office.

Applying for a Refund

If you wish to apply for a refund, please submit your request in writing (email will be accepted) by providing your full name, full mailing address and phone number.

Email: council@northsydney.nsw.gov.au

Mail: North Sydney Council
200 Miller Street,
North Sydney NSW 2060

Please include details of how you made the donation, the date and amount given (including a copy of the receipt issued) and the circumstances justifying your request. We will review your application and respond only on receipt of a request in writing.