

## HEALTH SERVICES UNION

### Membership Contributions Refund Policy

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#### Policy Statement

The purpose of this document is to provide a consistent and transparent approach in the approval of Health Services Union NSW/ACT/QLD (HSU) member requests to have membership contributions refunded.

HSU members have a responsibility to advise the Union of any changes to their individual circumstances that may affect membership contributions payable to the HSU.

#### Policy

##### 1. Application

This policy applies to all financial members of the HSU, pursuant to Rule 10 of the Health Services Union NSW Registered Rules under the *Industrial Relations Act 1996*.

##### 2. Refund Overview

Regardless of the method of payment, membership contributions continue to be collected until such time that a resignation is received in writing and emailed to [info@hsu.asn.au](mailto:info@hsu.asn.au). It is the members sole responsibility to advise the HSU if their circumstances have changed.

Pursuant to Rule 14(b) of the Health Services Union NSW Registered Rules under the *Industrial Relations Act 1996* a member may resign from membership of the Union by notice in writing. The HSU will not accept a resignation if the notice is given via a third party such as but not limited to, a HSU Organiser, member of the HSU Member Services Division, members financial institution (Bank), colleague or anyone else who may try to communicate on the members behalf. In unfortunate circumstances where a member is deceased then a resignation request will be accepted from a third party.

Once a resignation notice is received, the resigning member of the HSU should expect to receive a response from the HSU Membership Administration Division in writing to the email that is recorded on the members file within three (3) business days.

Pursuant to Rule 14(c) of the Health Services Union NSW Registered Rules under the *Industrial Relations Act 1996*, A notice of resignation from membership of the Union shall take effect:

- (i) where the member ceases to be eligible to become a member of the Union –
  - A. on the day upon which the notice is received by the Union, or
  - B. on the day specified in the notice, which is a day not earlier than the day when the member ceased to be eligible to become a memberwhichever is the later; or
  
- (ii) in any other case –
  - A. at the end of two (2) weeks after the notice is received by the Union, or

- B. on the day specified in the notice,  
whichever is the later.

In cases where the member does not receive a response within three (3) business days, the resigning member should presume that the resignation notice has not been received and should call the HSU Membership Administration Division on 1300 478 679.

Members who pay membership contributions directly to the HSU (Direct Debit/Credit Card/Bpay/Cash/Cheque) can update changes to their circumstances by phoning the HSU Membership Administration or by emailing [info@hsu.asn.au](mailto:info@hsu.asn.au).

Members who pay membership contributions through payroll deduction will need to contact their relevant employer's payroll department as they are responsible for deducting and forwarding membership contributions on behalf of a member. The HSU does not have control over altering membership deductions via this method of payment as it is under the employer's control.

### **3. Consideration of Refunds**

Refunds will usually not be made when a member has failed to advise the HSU that their circumstances have changed. Consideration on an individual case-by-case basis will be given when there is extenuating circumstances. Reimbursement will be for a maximum of 3 months or the period of overpayment of membership contributions (whichever is the lessor) where:

- a) The member does not notify the HSU in writing and contributions continue to be collected, or
- b) The HSU continues to receive membership contributions from an employing body.

The member may write to the Secretary (including the appropriate supporting documentation) requesting a consideration of a membership contribution refund.

#### **3.1 No Longer Eligible for Coverage**

When the Union has not received written notification from a member that they have left employment for any reason and no longer eligible to be a member, they may apply for a review to be undertaken for a consideration of a refund of contributions already paid.

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

Refunds in this circumstance will not be granted further than the current financial year. Members are reminded that membership contributions are tax deductible.

#### **3.2 Processing Error**

In circumstances where an error has occurred and there may be a duplication of membership contributions, a credit may apply in lieu of a refund. In any other circumstance, decisions will be made on a case-by-case basis.

### **3.3 Administration Error**

In situations where it can be demonstrated that the member did attempt to resign from the HSU and the notice was not actioned, a refund request will be reviewed by the Secretary and in most cases approved.

### **3.3 Coverage**

If a member joins the Union and does not fall under HSU jurisdiction for coverage, a reimbursement will be at the sole discretion of the Secretary and in most cases approved.

### **3.4 Quality of Service**

An application for consideration of a refund on the grounds of inadequate service by the HSU can only be made to the Secretary in writing and will only be considered favourably in circumstances where the level of representation or advice, not the outcome, has been grossly unsatisfactory.

### **3.4 Member is Deceased**

If a member of the HSU is deceased while still paying membership contributions to the Union, the member's next of kin may make a request for a refund to the Secretary in writing.

## **4. Policy Version Control**

Policy Approval Date:	29 March 2023
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