

Champions for Change Program Terms & Conditions

Our Commitment to You

This document outlines our service commitment to you, in respect of the Champions for Change Program arrangements made between Community Migrant Resource Centre (ABN 89 786 937 360) (**CMRC**) and you, the supporter. It sets out your rights, our commitment to you and your responsibilities to us, together with where you should go for assistance. All donations over \$2 are tax deductible. A receipt will be issued when donations are received.

About the Program

By becoming a member of the CMRC Champions for Change program, you will be supporting the mission and work of CMRC. Your annual donation will help to provide high quality services, settlement information, support and advocacy to migrants and refugees in order to facilitate successful integration into the wider community.

Program partners will have access to a variety of opportunities to connect and learn more about our work and needs of migrants and refugees in Australia.

Drawing Agreement

Upon sign up, CMRC will debit your selected account or card for a year's membership donation and thereafter will be renewed on the same date the following year.

When the donation due date falls on a public holiday the donation will be processed on or around the closest business day.

The renewal donation will be processed using the account or card you provided upon signing up to the program.

If you are uncertain as to when the donation will be processed, please contact CMRC. Please allow for up to 14 days for payments to be processed.

CMRC provides 14 days' notice if we propose to vary any of the renewal debit arrangements.

eWay payment service will be used to facilitate transactions and are covered by their [terms and conditions](#).

CMRC Organisational Membership

Upon sign up, if you chose to also become a CMRC Organisational Member, you can find terms and conditions of CMRC membership in our [Constitution](#).

Your Rights: Changes to the Arrangement

To defer, alter or stop your renewal to the Champions for Change program with CMRC, please direct all enquiries to our Champions for Change team before contacting your financial institution. We require 14 days' notice of request to cancel or alter your agreement.

Feedback and Complaints

CMRC is committed to having an environment where feedback and complaints are welcomed, and we view issues raised as an opportunity to improve. Anyone may make a complaint or provide feedback.

We are committed to ensuring that anyone is able to make a complaint easily and it is dealt with quickly, fairly and sensitively. We will make every effort to resolve the complaints we receive to the satisfaction of everyone involved.

Refunds

Any request for refund of contributions already donated to CMRC by a supporter will be considered and determined on a case-by-case basis. To submit a request for refund, please email cmrc_admin@cmrc.com.au.

- When a request for refund is received, a member of the Champions for Change Team will assess the request. The following reasons will usually be considered favourably:
- an error was made by CMRC;
- a supporter's banking details were fraudulently obtained and used;
- CMRC received a supporter's details in error;
- a supporter had previously requested that regular donations be cancelled, however the donations have continued. The refund will be capped at the last debit amount unless you can provide proof of the original cancellation request;
- CMRC may refund on grounds of financial hardship – however this will be capped to the last debit amount.

In all instances, CMRC will not refund past the current tax year, unless there are special circumstances approved by the CEO.

Approved refunds will be paid to the bank account or credit card originally debited within ten working days of the decision

Your Commitment to Us

Direct debiting through the Bulk Electronic Clearing System is not available on every account.

As a supporter, it is your responsibility to:

- check that the account details you provide to CMRC are correct. If in doubt, please ask your financial institution;

- have sufficient funds available in the nominated account or card by the debit due date to facilitate payment of the donation. Should a debit be returned unpaid, you are responsible for any fees incurred as a result by your financial institution; and
- contact us if your credit card expires, is lost or stolen or you have cancelled your card. This will avoid unnecessary bank fees, prevent missing payments and will save us in administration costs.

Your direct debit arrangement may be subject to the terms and conditions of the payment platform. Please ensure you have read and understood those terms and conditions.

CMRC Contact Details

Phone: 02 9687 9901

Email: cmrc_admin@cmrc.com.au

Post:

Community Migrant Resource Centre
Level 4, 1 Horwood Place
Parramatta NSW 2124

Your Privacy

CMRC respects and upholds your rights to privacy under the Australian Privacy Principles (Privacy Act 1988) in regulating how we collect, use, disclose and uphold your personal information. For details, please refer to the CMRC's [Privacy Policy](#).