



Government of **Western Australia**
Department of Justice
Registry of Births, Deaths and Marriages

Western Australian Registry of Births, Deaths and Marriages Refund Policy

Status: Final approved

Approved by: Alison Jackson
Registrar Births, Deaths and Marriages
1 July 2021

Next review: 6 months

For queries contact the [Registry of Births, Deaths and Marriages](#)

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1 Background

The Registry is a government agency within the Western Australian Department of Justice. It has authority to charge for its services under section 69 (2) of the Act and pursuant to Births Deaths and Marriages Registration Regulations 1998 as amended.

1.1 Purpose

This policy outlines the circumstances that are considered for refund of fees paid for goods or services provided by the Western Australian Registry of Births Deaths & Marriages (the Registry).

The Registrar's discretion in deciding entitlement to a refund is not exhausted by this policy. The Registrar may make decisions on any unusual case that falls outside this policy, taking into account the merits of the individual case.

2 Scope

This policy covers the scenarios in which the Registry may refund monies paid for goods and services that the Registry provides. This policy:

- identifies scenarios where a customer may be entitled to a refund
- outlines responsibilities of customers when claiming the refund with the Registry
- identifies the Registry's legal and regulatory responsibilities.

3 Definitions

Term	Definition
Act	Births, Deaths and Marriages Registrations Act 1998
Certificate	A document as defined in section 57 of the Act
Customer	Any person, group, company or agency that requests the products or services of the Registry
NOIM	Notice of Intended Marriage lodged for marriages solemnised at the Registry of Births, Deaths and Marriages
Officer	An employee of the Registry
Register	The register as defined in section 49 of the Act
Registrar	The Registrar of Births, Deaths and Marriages as defined in section 5 of the Act
Registry	The Western Australian Registry of Births Deaths & Marriages
Authorised delegate	The Registrar or a person delegated by the Registrar under section 8 of the Act

4 Eligibility for claiming Refund

A refund is payable only to the applicant or if applicable, to the person who has paid for the service on behalf of an applicant. Refund is by Credit Card Reversal where available, Electronic Funds Transfer (EFT) or Cheque.

4.1 Refund is Electronic Funds Transfer (EFT).

- For customers living in Australia, customers are to provide valid bank account (BSB and Account numbers) details.
- For customers living overseas, customers are required to provide SWIFT/BIC code and bank account details for EFT. Funds are transferred in Australian Dollars.

4.2 Refund by credit card reversal

- Fees paid by credit card may be refunded to the same credit card if the reversal is processed within the same financial year as the payment.
- Refund of payments by credit card in a different financial year can only be done via EFT or Cheque as per 5.1 and 5.3.

4.3 Refund by Cheque

- If a customer is not able to receive a refund via credit card reversal and or EFT as set out above then a cheque refund can be processed. Cheques will be posted to the last known address of the customer.

5 The Circumstances under which the Registry will consider a refund of fees

5.1 Overpayment of Fees

5.1.1 Overpayments are subject to the Registrar's overpayment threshold, which states that overpayments:

- in excess of \$10.00 will be refunded automatically; or
- \$10.00 or less will not be refunded

5.1.2 Refunds of any amount less than the non-refundable threshold i.e. \$10.00 or less will be made at the request of the applicant.

5.2 Administrative Error

5.2.1 Where an administrative error was made in processing the application, a refund may be provided (for example, when a no record result is issued and a registration existed). An authorised delegate must approve any such refunds.

5.3 Cancellation of Application/Change of Mind

5.3.1 Refunds will only be made for the cancellation of an application if the requested service has not yet been provided. In all other cases a refund will not be provided.

5.4 Failure to meet Priority Service Charter

5.4.1 Where the priority service charter is not met (but the certificate is still provided), the additional priority fee will be refunded upon request and approval being granted by an authorised delegate.

5.5 Customer Charged Twice – System Error

5.5.1 If the Registry has duplicated a payment (e.g. processed a credit card payment twice), the total amount overcharged is refundable.

5.6 Marriages Ceremonies

5.6.1 The payment for lodging a Notice of Intended Marriage (NOIM) with the Registry is a non-refundable fee.

5.6.2 Additional ceremony and related certificate fees paid may only be refunded when:

- The NOIM is transferred from a Registry office to an external celebrant.
- The marriage ceremony is cancelled 14 days or more before your date of marriage. A refund will not be paid if you ask to cancel less than 14 days before your date of marriage.
- If more than 18 months have elapsed since the NOIM was received at the Registry and the NOIM has expired.

5.6.3 In all instances, fees for any services that have been provided are not refundable.

6 Approval

Approved by

Name: Alison Jackson

Position title: Registrar Births, Deaths and Marriages

Signature:

Date: 1 / 07 /2021

Document version history

Version no	Primary author(s)	Description of version	Date completed
0.1	-	Release of Policy Document	06/08/2003
0.2	Heath Bennett	Updated following review of 'Overpayments' section	02/09/2014
0.2	Beatrice Chew	Updated following review of Policy for posting on website	20/01/2021
0.3	Beatrice Chew	Submitted for approval	20/01/2021
1.0	Rohan Quinn	Final approved	21/01/2021
1.1	Beatrice Chew	Updated Marriage Ceremony Cancellation Policy	14/06/2021
2.0	Alison Jackson	Final approved	1/07/2021