



# Policy: Refunding application fees and rent payments to credit cards

26 August 2025

# Contents

**Purpose ..... 3**

**Background..... 3**

**Position ..... 3**

**Refund initiation and authorisation..... 3**

**Updating contact or card details ..... 4**

**Processing of refunds..... 4**

**Refund processing timelines..... 4**

**Postal address: Locked Bag 100 Plain Street, East Perth WA 6892 ..... 5**

## Purpose

This policy clarifies the process for the refund by the Department of Mines, Petroleum and Exploration (DMPE) of partial mining tenement application fees and rental payments which were originally made with the use of a credit card.

## Background

The Commonwealth Government has advised that they plan to phase out the use of cheques by 2030 using a two-step process as follows:

- ceasing the issuing of cheques by 30 June 2028; and
- ceasing acceptance of cheques by 30 June 2029.

As the department currently uses cheque facilities to make fee and rent refunds, other arrangements are now required.

## Position

To accommodate this change, DMPE has decided to provide a digital process for approved refunds (and partial refunds) of tenement applications fees and rents back into **credit cards which were used for the original payment** of the fees and rents.

Credit card refunds will only be processed if all the following conditions are met:

- The original payment was via credit card.
- The refund request is made within 11 months and two weeks after receipt of original payment.
- There is an appointed Designated Tenement Contact (DTC).
- There is a valid email address in DMPE records.

## Refund initiation and authorisation

Refunds are initiated by the Resource Tenure Division (RTD) based on:

- rent refunds following withdrawal or refusal of licence applications;
- rent adjustments due to surveys of granted land;
- refunds following voluntary or compulsory land surrenders;
- overpayments or duplicate payments; and
- rental calculation errors.

Refunds are authorised by an RTD officer with appropriate delegation and submitted to the Finance Division for processing.

## Updating contact or card details

For prompt and correct return of refund, please ensure that all contact information with the department remains up to date and correct.

If a recipient needs to update their contact or card details, they must:

- log into the Mineral Titles Online System (MTO) to update their DTC information; or
- contact the Business Systems team at:
  - [mto.help@dmpe.wa.gov.au](mailto:mto.help@dmpe.wa.gov.au)
  - 9222 3030

## Processing of refunds

Where a refund (or partial refund) has been calculated, an email will be sent to the email address as set out in MTO.

The email will advise the recipient that a refund of funds related to a specific tenement is being prepared to be made to the credit card used for the originating payment. The recipient will then have an opportunity (10 business days) to request an alternative means of transaction.

## Refund processing timelines

Once a refund has been approved and submitted to the Finance Division, the standard processing timeframe is within 10 business days. This period allows for verification, transaction preparation, and completion of the refund to the original credit card used for payment. Delays may occur if additional information is required or if the original payment method is no longer valid, in which case alternative arrangements will be communicated to the recipient.

## Contact details

Department of Mines, Petroleum and Exploration

Mineral House, 100 Plain Street

East Perth, Western Australia 6004

Tel: +61 8 9222 3333

Fax: + 61 8 9222 3862 – website: [www.dmpe.wa.gov.au](http://www.dmpe.wa.gov.au)

Postal address: Locked Bag 100 Plain Street, East Perth WA 6892