

How do I obtain a refund?

In order to obtain a refund you must make an application to the Department. You may do this by completing the refund application form which can be found at www.health.vic.gov.au/radiation/forms. You are required to provide proof of any payment/s in support of your application.

A decision to issue a refund will be based on this policy.

Application fees

Application fees will not be refunded by the Department

Refused or withdrawn applications

The Department will fully refund the licence fee for an application that is refused or withdrawn prior to the issue of the licence.

Surrender of licence

Once a licence has been issued, no refunds will be granted regardless of whether the reason for the licence ceases during the term of the licence. Surrendering a licence to the Department does not entitle the holder to a refund.

Over-payments

The Department will refund in full any over-payment.

Minimum refund amount

The Department is unable to process refunds amounting to less than \$2.

Licence period

Once a licence has been issued, no refunds will be granted in the event of applicant or licence holder requests to change the licence duration.

Changes to licence scope

It is the responsibility of the licence holder to ensure that the licence issued reflects the actual radiation practice or use being conducted.

Where a licence has been renewed which authorises, for example, the possession of three X-ray units but the licence holder realises that they no longer require two of those authorisations, no refund of part of the licence fee will be issued.

To whom will the refund be issued?

Where approved, refunds will be issued to the individual or company proven to have made the payment.

How will a refund be issued?

Refunds are issued via cheque issued by the Department and posted via mail. Where bank details are provided on the application form refunds can be issued via EFT.

How long will it take for a refund to be issued?

Refunds can take up to 60 days to be issued following receipt of a completed application.

How long do I have to make an application for a refund?

The Department will accept applications for a refund up to 12 months after the date of payment.

Authorised by the Victorian Government, Melbourne.

To receive this publication in an accessible format phone 1300 767 469.

Version: 3/10/2014

TRIM Reference – DHD/12/2019