



Encounter Youth
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Volunteer Refund Process

FAQs

My volunteer application was approved, but I didn't end up volunteering this year, can I apply for a refund?

If you notified Encounter Youth *30 days or more* before Schoolies Operation, YES you can apply for a full refund. See below for how to apply.

If you notified Encounter Youth *7 days or more* before Schoolies Operation, you can apply for a partial refund. Unfortunately, we can't refund the full amount as we've already paid for your uniform, but we can refund \$38 of your contribution amount. If you've paid for any extra uniform, we won't be able to refund that amount.

If Encounter Youth was *not notified*, or were notified *within 7 days* of Schoolies Operation, unfortunately we are unable to provide a refund.

Can I still get my uniform?

YES – if your application was approved, you paid your ministry contribution, and you completed all of the required training and checks needed to volunteer. You will need to call Encounter Youth and organise to collect your uniform *within 30 days* after Schoolies Operation. Don't forget to bring photo ID with you!

How do I apply for a refund?

Either call us at the office on (08) 8179 0300, or email your details to applications@encounteryouth.com.au.

You will need to include your full name, email address, the total amount you paid, and your bank details.

How should I notify Encounter Youth if I won't be volunteering?

Regardless of the date, you will need to notify Encounter Youth via email to applications@encounteryouth.com.au, advising us that you will not be attending Schoolies Operation. Please note, advising your Team Leader is not acceptable notice.

My volunteer application was not approved; can I apply for a refund?

You will need to contact us at the office on (08) 8179 0300, or email application@encounteryouth.com.au. You will not be eligible to collect your uniform.

For more information, please contact one of our Project & Volunteer Managers at applications@encounteryouth.com.au.