

Refunding fees

There are certain circumstances where you may receive a full or partial refund of your fees.

You may receive a refund of both your application and registration fees if:

- we receive a payment which is:
 - an overpayment
 - a duplicate
 - incorrect
- you withdraw your application before we have started assessing your registration, or
- you submit an application in error and the assessment has not started yet.

You may receive a refund of your registration fee if:

- your application for registration is refused by the National Board
- you withdraw your application before a final determination is made by the National Board, or
- you failed to provide enough information for the assessment to be completed within the required time.

Sometimes a partial refund of the registration fee is made if:

- you are registered in error in a profession type other than what you applied for, in which case we will refund the difference between the two registration fees, or
- you hold provisional registration and apply for general registration but fail to complete your internship, in which case we will refund the difference between the two types of registration.

We may also refund the unused portion of a practitioner's registration fee in the event of their death. The person seeking the refund must provide a certified copy of their proof of identity and the relevant section of either a certified copy of the deceased person's will/grant of probate/letter of administration or an original solicitor's letter verifying that the solicitor represents the deceased person's estate.

Exceptional circumstances

If you are experiencing financial hardship or some other exceptional circumstance, you may receive a refund. [Read Ahpra and the National Board's Financial hardship policy](#) for more information.

We will not refund registration fees if:

- you voluntarily surrender your registration
- your registration is suspended, or
- your registration is cancelled.

Processing fees

We reserve the right to apply a refund-processing fee. There will be no fees charged when the refund relates to:

- the death of a practitioner
- a registration fee on initial application of registration, or
- an error we have made.

How to request a refund

You can make a request for a refund by filling out the [web enquiry form](#).

We must receive your request for a refund within 12 months of when we received payment.

If you paid by credit card, the refund will be made to your credit card. For all other methods of payment, the refund will be made via direct bank transfer. We do not issue cash refunds.

If your application is withdrawn or refused, you do not need to apply for a refund of the registration fee. We will initiate your fee refund as part of closing your application.