

Information sheet

Refunding fees



Aboriginal and Torres Strait
Islander health practice
Chinese medicine
Chiropractic
Dental
Medical
Medical radiation practice
Nursing and Midwifery
Occupational therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

Australian Health Practitioner Regulation Agency

Did you know that if your application for registration has been refused by a National Board or you accidentally overpaid, there may be circumstances in which you may receive a refund?

When will you refund fees?

Refund of both the application and registration fee

You may be entitled to a total refund of both the application and registration fee if:

- you withdraw your application before we have begun assessment of your registration, or
- your application was submitted in error and an assessment has not yet started.

Refund of the registration fee

You may be entitled to a refund of the registration fee if:

- your application is not approved or refused
- you withdrew your application before it had been finalised or refused by a National Board, or
- your application is taken to be withdrawn (eg. you failed to provide further information within the required time).

If your application is withdrawn or refused you do not need to apply for a refund of the registration fee.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.

The unused portion of the registration fee may also be refunded in the event of a practitioner's death. The requestor 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.

Refund for an overpayment

You may be entitled to a refund of the difference between the registration fee and an amount that was overpaid in error where you can show that an incorrect payment was made due to the following circumstances:

- duplicate payment was made, or
- we issued an incorrect invoice.

When will we not refund registration fees?

We will not refund registration fees if:

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

What other conditions needs to be met to get a refund?

You must make a refund request within 12 months of payment.

We will apply a \$10 processing fee to all refunds, except where a refund relates to:

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

If your bank account details are incorrect and we are unable to make the refund, a subsequent attempt will have the rejecting bank's return fee deducted from the refund amount.

How do I request a refund?

A request for a refund can be made by filling out the [web enquiry form](#).

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.