



Members' Commitment Deposit Policy and Procedure

1 April 2026

Version 2

APPROVAL HISTORY

Stage	Date	Comment	Reference
Draft Members Commitment Policy and Procedure	24 March 2026	Presented to CEO	Version 1
Members' Commitment Policy and Procedure	1 April 2026	Approved by CEO	Version 2
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AUTHORITIES

Responsibility	Role
Author	Executive Officer
Owner	Chief Executive Officer
Approver	Chief Executive Officer

ACKNOWLEDGEMENT OF COUNTRY

ACHIA NSW (ACHIA) acknowledge that community housing properties are found on traditional Aboriginal lands across New South Wales (NSW). First Nations people have occupied and cared for country for over 65,000 years. Clanal, kinship and other alliances underpinned the systems and structures through which generation after generation cared for country.

At home on country, Aboriginal people experienced belonging in place, space and time that was safe, secure and affordable. This continuous, unbroken connection to country lies at the heart of the meaning of 'home' to First Peoples.

We acknowledge the Traditional Owners and Custodians of all the lands on which we operate in NSW, and recognise their continuing connection to land, waters, and community. We pay our respects to the Traditional Owners and Custodians and their cultures, and to Elders past, present and emerging.



Members' and Non-Members' Commitment Deposit Policy & Procedure

The Aboriginal Community Housing Industry Association (ACHIA) NSW Members' Commitment Deposit Policy & Procedure provides guidelines that apply to Members and Non-Members registering for events hosted by ACHIA NSW.

Delegates from ACHIA NSW Members that attend an event can elect to receive a refund of the Commitment Deposit they pay. This will be paid after attendance at an event has been verified. Delegates from ACHP's that are not members of ACHIA NSW are still welcome and encouraged to attend. However, the Commitment Deposit charged to non-members will not be refundable after an event.

Purpose:

The purpose of this policy and procedure document is to encourage attendance at ACHIA NSW events. It is designed to strengthen membership, participation, support effective event planning, and minimise unnecessary costs associated with late withdrawals and non-attendance.

Registered attendance numbers are relied upon to ensure appropriate catering, venue arrangements, and resource allocation. When registered participants do not attend or cancel late, it places a financial and operational burden on ACHIA NSW and limits opportunities for others to participate.

This policy ensures that ACHIA NSW events are utilised by delegates from Member organisations who intend to attend and engage. This supports the fair and responsible use of resources in the interests of Members. It also ensures that those who are not Members but serve side to side have access to low cost capacity and capability building resources.

Procedure:

1. Registration and Deposit

- 1.1 Delegates are required to register via Eventbrite and pay a **\$200 refundable deposit** per person to secure a place for each delegate from the organisation who will attend the event.
- 1.2 A maximum of 2 delegates from each ACHP (Member or Non-Member) can attend each ACHIA NSW event.
- 1.3 A maximum of 4 delegates from each ACCO Core and Cluster or Aboriginal Led and/or Managed Refuge in NSW can attend ACHIA NSW Core and Cluster events.
- 1.4 Registration is not confirmed until the deposit has been received.



2. Cancellations (Up to 3 Weeks Prior)

- 2.1 Delegates who are unable to attend (from Member and Non-Member organisations) must notify ACHIA NSW **no later than three (3) weeks prior to the event date**.
- 2.2 Where notice is provided within this timeframe, ACHIA NSW will process a refund via Eventbrite.
- 2.3 The deposit for the delegate/s not attending will be refunded in accordance with the event management platform's processes, noting that booking and service fees – currently estimated at 15% of the fee - will not be refunded (percentage subject to change by the event management platform ACHIA NSW uses).

3. Late Cancellations and Non-Attendance

- 3.1 Where a participant is a delegate of a Member or Non-Member and:
 - does not attend the event, or
 - cancels less than three (3) weeks prior to the event date

the **\$200 deposit will be forfeited**, unless exceptional circumstances apply (see parameters below).
- 3.2 Refunds are approved at ACHIA NSW's discretion.

4. Exceptional Circumstances

- 4.1 ACHIA NSW may, at its discretion, approve a refund outside of the required notice period in cases where there are exceptional circumstances (e.g. Sorry Business).
- 4.2 Requests must be communicated as soon as possible for consideration.

5. Attendance and Refund of Deposit

- 5.1 Delegates of Member ACHPs who attend the event will have their **deposit** (less booking fees charged by the event management platform) **refunded following the event**, unless they have elected to waive the return of their deposit at the time of booking (see Section 6 of this policy)
- 5.2 Delegates of Non-Member ACHPs who attend the event acknowledge that their Commitment Deposit will be used as a contribution to the cost of putting on the event attended as well as future events, noting that no other conference fees are charged by ACHIA NSW for sector-facing capacity and capability building oriented events.
- 5.3 Refunds to Member organisations will be processed by ACHIA NSW after attendance has been confirmed (this may occur outside of the event management platform less booking fees charged)



6. Option to Donate Deposit (Refund Waived)

- 6.1 At the time of registration, participants of Member organisations may elect to donate their Commitment Deposit to ACHIA NSW instead of receiving a refund after the event.
- 6.2 By selecting this option, the Member organisation agrees to waive their right to a refund of the deposit, regardless of the attendance of their delegate/s.
- 6.3 Donated deposits will be retained by ACHIA NSW and used to support the delivery of future events and sector initiatives.

7. Event Cancellation or Postponement by ACHIA NSW

- 7.1 In the event that ACHIA NSW cancels or postpones an event, all registered participants (Members and Non-Members) will receive a full refund of their Commitment Deposit.
- 7.2 A refund in these circumstances will be provided at 100% of the amount paid, inclusive of any booking or processing fees charged by the event management platform, ensuring participants are not financially disadvantaged.
- 7.3 Refunds will be processed to the source account from which the payment originated within a reasonable timeframe following notification of the cancellation or postponement.

8. Eventbrite Fees

Eventbrite is the event management platform currently used by ACHIA NSW. EventBrite charges service and transaction fees that apply at the time of booking. Fees are incorporated into the ticket price and are not charged separately to delegates. For participants that attend the event, these fees will not be covered by ACHIA NSW.

Futher information on Eventbrite's fee structure can be found here: [Eventbrite Ticketing Fees](#)