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| **Fundraising, Donation and Refund Policy** |  |
| **Policy number** | FTW-GOV-Policy-DR |
| **Version** | 1.1 |
| **Approved on** | 2023-09-08 |
| **Scheduled review date** | 2026-09-08 |

## Introduction

Feed The World (FTW) is a Charity organisation that is established as a company limited by guarantee. FTW mission is to provide relief by means of pecuniary or other assistance for the relief of poverty, age, and impotence. FTW also works to advance the health, social or public welfare of persons suffering from disability, mental illness, and the effects of old age.

The Board of Directors of FTW is committed to high standards of integrity and ethical conduct in all of its transactions, including protecting the organisation and its donors against financial abuse. The Australian government in February 2023 met to establish 16 national fundraising principles that outline and harmonise state and territory requirements on fundraiser conduct.

## Purpose

The purpose of this Policy is to:

Establishing guiding principles of fundraising and inform donors of the procedures in place to address use of donations and refund request and entitlement.

## Scope:

The scope of this policy covers the following areas

* Fundraising
* Funds received
* Funds refusal
* Refunds

## Policy

**Fundraising**

The Australian government in February 2023 met to establish 16 national fundraising principles that outline and harmonise state and territory requirements on fundraiser conduct. These 16 principles are as follows:

1. Always explain the purpose of their charity and the purpose to which the funds raised will be applied in ways that are appropriate for the audience.
2. Always be clearly, and individually, identifiable by the public (including to display identification that contains the individual’s name, whether they are a volunteer, employee or acting in some other capacity for a charitable organisation or commercial fundraising organisation, and that organisation’s name and contact details).
3. Always make and keep written records of fundraising activities that can be easily read and understood.
4. Always acknowledge and comply with a:
	1. refusal to make a donation
	2. request not to receive future solicitations (including marketing and promotional materials)
	3. request to be contacted at a more convenient time or by a different means
	4. request to limit the number, type or frequency of solicitations.
5. Never conduct door‑to‑door or telephone fundraising activity at the following times:
	1. before 9 am or after 5 pm on a weekend
	2. before 9 am or after 6 pm (door‑to‑door) or 8 pm (telephone) on a weekday
	3. on a public holiday, unless the public holiday is closely connected with a fundraiser’s charitable purpose.
6. Never mislead, deceive or knowingly use false or inaccurate information when fundraising.
7. Never place undue or unreasonable pressure on a person when fundraising, or act unconscionably in any way to obtain a donation.
8. Never exploit the trust, lack of knowledge, lack of capacity, apparent need for care and support, or vulnerable circumstances of any donor.
9. Always make it clear whether a donation is a one‑off or an ongoing donation, and clearly explain how to end an ongoing donation.
10. For commercial fundraisers engaged to fundraise for a charitable organisation, never accept a donation without having explained that they are part of an organisation that makes a profit from fundraising as well as how they are paid.

At all times, charitable organisations must:

1. Conduct all reasonable due diligence when engaging third parties to assist, support or deliver fundraising activities on its behalf.
2. Make and keep written records of the total funds raised and the purposes for which funds are applied.
3. Take all reasonable measures to protect the health, safety and wellbeing of fundraisers employed or directly engaged by them, as well as members of the public, when fundraising.
4. Establish and maintain a complaints process that allows for proper investigation and redress of fundraising complaints that may be made by the public and encourage anyone with concerns about a fundraising activity conducted by or on behalf of the charity to contact them.
5. Ensure information covered by the *Privacy Act 1998* (the Act) is collected, used and managed in accordance with the Australian Privacy Principles where required under the Act.
6. Always ensure remuneration to commercial fundraisers engaged to fundraise for a charitable organisation is not excessive when compared to money or goods received for the charitable purpose of the fundraising.

**Donations**

By completing a donation, you accept our terms and conditions and privacy policy. You understand you can cease communication or access and request deletion of personal information by emailing compliance@feedtheworld.org.au

All donations are gifts made to Feed the world limited (ABN 69 662 863 667), a public benevolent institution registered with the Australian Charities and Not for Profit Commission and endorsed by the Australian Tax Office (ATO) as a tax concession charity and deductible gift recipient.

Feed the world accepts all donations made in good faith whether they be singular or recurring. Donors have the ability to select their donation type and where they would prefer their donation to go. Sometimes circumstances beyond the control of Feed the World may mean that donation to a specific region may no longer be available as such if your donation was yet to be utilised in the most similar project or within the same programme. Donation type will always be respected which mean zakat will always and only be spent to zakat eligible causes.

Donors have the ability to donate online via our secure payment providers. Feed the World does not store credit card details within our own database this is outsourced to our secure payments providers for a fee that can be offset by the donor. The information that is collected by Feed the World is to process and enhance the donation and marketing experience of our charitable projects to our donors. Information that maybe collected but is not limited to Full Name, Address, phone number, email address, donation preferences etc.

Feed the World will issue donors with a tax-deductible receipt upon request; it is the donor’s responsibility to highlight any errors and only submit correct receipts to the ATO. The ATO may contact FTW to validate a submitted receipt.

Funds which will not be accepted for donation if:

* + There is reason to believe the donor is in vulnerable circumstances and/or lacks the capacity to make a decision to donate.
	+ Accepting donations which go against the objectives, mission, and policies of Feed the World Limited.
	+ Cost of accepting the donation will be greater than the donation itself.
	+ When litigation may arise due to a donation.

Funds raised which are contrary to our values. Feed the world will not accept funds if there is reason to believe the prospective donation is sourced from Illicit activities, gambling, alcohol and drugs, Tabacco, nudity/sexual imagery, exploitation, violence.

**Refund**

Feed the World is a charity registered with the Australian Charities and Not for Profit Commission and as such is not required to issue a refund for a donation made. Any donation, gift or contribution made via the website, selected by the user and inserting their credit card details is final and undisputable. Feed the world understands their maybe exceptional circumstances which may constitute a refund; within 60 days of the debited amount a donor may submit a request for refund by sending the following details email to compliance@feedtheworld.org.au or Ceo@feedtheworld.org.au. Requests received after this deadline will not be considered.

* Full name, address, email, phone number:
* Donated Amount:
* Donation reference number:
* What error occurred:
* Any information you believe is reason for exceptional circumstances for refund.
* Supporting evidence (screenshots)

Upon receipt of this information the Feed the World team will within 14 days advise you of the approval or disproval of the refund request.

Should a partial refund be granted an adjusted or new tax donation receipt maybe issued rendering the original receipt void. Should a full refund be give it would render the original receipt void and invalid. It is the individual’s responsibility to only submit accurate receipts to the ATO.

Should a refund be approved Feed the World is a not-for-profit charity that maintains its right to deduct costs and fees associated with issuing the refund from the donation.

## Authorisation

[Signature of Responsible Persons/CEO]

[Name]

[Date]