

Foster Care Association of Victoria Inc.



DONATIONS POLICY

2026

Authorisation

The Donations Policy was reviewed and adopted by the Board of Directors of the Foster Care Association of Victoria (FCAV) in July 2026.

Review date

The Policy shall be reviewed every 3 years or as required due to regulatory or operational changes.

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1. Purpose

This Policy outlines the principles and processes governing the receipt, management, acknowledgement, recording, and refund of donations to ensure that all contributions align with the FCAV's mission, values, and legal obligations.

2. Scope

The Policy applies to:

- FCAV Board of Directors;
- FCAV employees with financial management responsibilities for handling and managing financial donations; and
- Individuals who make financial donations to the FCAV.

This Policy governs all types of donations received by the FCAV, including cash, in-kind donations, sponsorships, grants, and bequests.

3. Ethical Donation Principles

FCAV is committed to ensuring all donations and fundraising activities are managed ethically, responsibly, transparently and in compliance with the Australian Charities and Not-for-profits Commission (ACNC) Governance Standards, the Fundraising Act 1998 (Vic), applicable Victorian fundraising regulations, and any other relevant legislative or regulatory requirements.

The FCAV will:

- Provide clear and accurate information on the purpose and use of donations on our website; <https://www.fcav.org.au/get-involved>;
- Ensure all donations received support the FCAV's charitable purposes;
- Act honestly and maintain appropriate financial and governance controls to prevent, detect and respond to fraud;
- Maintain accurate financial records and internal financial controls for all donations received
- Comply with all relevant laws, taxation obligations, charity requirements, and financial reporting obligations;
- Respect donor rights, including the right to ask questions, receive receipts, request refunds;
- Ensure that actual, potential or perceived conflicts of interest are identified, disclosed and managed in accordance with the FCAV's Conflict of Interest Policy;
- Ensure restricted or designated donations are used only for their intended purpose;
- Conduct 'merits checks' (ie. Internet search and other reasonable searches to determine the identity of the donor) on donations received; and
- Decline or return donations where acceptance may present legal, ethical, financial or reputational risk.

4. Donation Receipts and Acknowledgement

4.1 Online Donations

Donations made through the FCAV website will receive an acknowledgement and receipt through the secure payment gateway used by FCAV.

Donations made through Facebook will receive a receipt through PayPal Giving Fund.

4.2 Other Donation Methods

Donations made by direct deposit, electronic funds transfer, or other methods may request a receipt by contacting FCAV:

Email: accounts@fcav.org.au

Ph: (03) 9416 4292

Where applicable, donations of \$2 or more may be tax deductible in accordance with Australian taxation requirements. Under ATO DGR requirements, a tax-deductible receipt can only be issued where sufficient donor details are available.

4.3 Acknowledgement

Donations over \$100 may be acknowledged by name in our publications, including our Annual Report, unless the donor requests to remain anonymous.

4.4 Anonymous Donations

An anonymous donation is a contribution where the donor does not provide identifying information, or requests that their identity not be recorded or disclosed.

FCAV recognises that anonymous donations may occur, but will manage them carefully to ensure:

- Compliance with ACNC governance standards;
- Adherence to ATO Deductible Gift Recipient (DGR) requirements; and
- Protection against financial crime, including fraud and money laundering.

5. Refunds

FCAV acknowledges that errors may occasionally occur when donating. FCAV will consider all refund requests fairly, reasonably, and in good faith and will endeavour to resolve genuine errors promptly. FCAV reserves the right to determine the outcome of refund requests on a case-by-case basis.

Refund requests should be submitted in writing within 30 days of the donation date and include:

- Donor name
- Donation amount
- Transaction date
- Details of the error or reason for the request.

Refund requests can be submitted to:

Email: accounts@fcav.org.au

By post: Accounts, Foster Care Association of Victoria Inc.
2 Greenwood Street Abbotsford VIC 3067

5.1 Additional Refund Conditions

Refunds will generally be returned within 60 days using the original payment method or via EFT. Refund timeframes are targets, and while FCAV will make every reasonable effort to meet them, delays may occur in exceptional circumstances and will be managed transparently.

FCAV will notify the donor as soon as it becomes aware of any delays with reasons for the delay, expected revised timeframe and maintain detailed records of any delays and actions taken. Where a receipt has been issued for an incorrect amount, the original receipt will be cancelled and a revised receipt issued if applicable.

Any fees incurred by FCAV in processing refunds may be deducted from the refunded amount where appropriate.

Where an error is caused by FCAV or its financial institution, FCAV will refund the full amount and absorb any associated costs.

6. Restricted Donations and Gift Acceptance

FCAV reserves the right to decline donations, sponsorships, fundraising partnerships, gifts, or bequests if:

- They do not align with FCAV's values, purpose, or reputation;
- They create an actual or perceived conflict of interest;
- They are otherwise considered inappropriate by FCAV management or the Board; or
- The cost of administering the donation outweighs its benefits.

Where donations are accepted for a specified purpose, FCAV will make reasonable efforts to ensure the funds are used in accordance with the donor's intended purpose.

If the specified purpose can no longer reasonably be fulfilled, FCAV may consult with the donor, where practicable, regarding alternative use of the funds consistent with FCAV's mission and legal obligations.

7. Responsibilities

7.1 Board of Directors

The Board oversees the governance, financial accountability, and ethical fundraising practices within FCAV.

7.2 Chief Executive Officer (CEO)

The CEO is the owner of this Policy and is responsible for:

- Implementing and monitoring compliance with this Policy;
- Ensuring appropriate donation management processes are maintained;
- Supporting ethical fundraising and donor engagement practices;
- Ensuring concerns relating to donations are appropriately managed;
- Approving refunds within delegated authority limits; and
- Escalating material issues to the Board.

7.3 Employees with financial management responsibilities

Employees responsible for handling and managing donations (Office Manager, Finance Officer, Finance Manager) must:

- Treat donors with respect and professionalism;
- Ensure donation processes are secure, transparent and confidential;
- Maintain accurate donation records;
- Respond promptly and appropriately to donor enquiries and refund requests;
- Escalate concerns or disputes regarding donations to FCAV management where appropriate;
- Process refunds in accordance with approved requests;
- Cancel or adjust ATO DGR receipts where required; and
- Maintain audit trails for all transactions.

8. Data Collection and Privacy

FCAV will securely collect, store and manage donor information for the purposes of:

- Processing donations & issuing receipts;
- Complying with legal and taxation obligations; and
- Communicating with donors regarding FCAV activities and fundraising initiatives.

FCAV will take reasonable steps to protect donor information from unauthorised access, disclosure, misuse, or loss in accordance with the FCAV's Privacy Policy and applicable privacy legislation. FCAV will not sell, share, or disclose donor information to third parties unless required by law.

Donors may opt out of future fundraising communications at any time by contacting FCAV, and FCAV will action such requests as soon as practicable.

9. Conflicts of Interest

FCAV employees and Board of Directors must disclose any potential conflicts related to donations. All decisions related to donations must be made objectively and in the FCAV's best interest.