

**Foster Care Association of Victoria Inc.**

**DONATIONS POLICY**  
**2021**



**fcav**  
foster care  
association  
of victoria

## FOSTER CARE ASSOCIATION OF VICTORIA INC. DONATIONS POLICY

### **Authorisation**

This policy was adopted by FCAV Board in 2021, replacing archived Donation Receiving Policy and Donation Refund Policy.

This policy shall be further reviewed by the FCAV Board of Directors every 3 years.

Version	001		
Drafted by	Finance Officer	Responsible person	CEO
Approved	February 2021	Scheduled review date	2024

### **Introduction**

The Foster Care Association of Victoria (FCAV) have developed a donation policy as part of our commitment to honoring and respecting the financial contributions that people make to the FCAV. We recognise the importance of donations and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of donations and refunds.

### **Scope**

This policy applies to all those who make financial donations to the FCAV and its employees responsible for processing and managing financial donations.

### **Policy**

After donating to the Foster Care Association of Victoria (FCAV), the following will occur:

#### Online donation:

- If you donate online at our website, you will receive an acknowledgement of your donation from [eWay](#), the secure financial gateway we use to protect your information, within 24 hours.
- If you donate online through one of our fundraising partners (e.g. [JustGiving](#), [GoFundraise](#), [MyCause](#)) a receipt will be generated according to their terms and conditions.
- If you donate through a Facebook fundraising campaign a receipt will be generated according to PayPal Giving Fund terms and conditions.

#### Non-online donation:

- If you donate by any other method (e.g. direct debit, bank transfer), please contact us by email at [accounts@fcav.org.au](mailto:accounts@fcav.org.au) or by [phone 03 9416 4292](tel:0394164292) to request a receipt.

Refunds:

FCAV recognises that it is possible to make an error when making an online donation or for donors to change their mind about the donation made. It can also occur that an error can be made by the FCAV or our financial institution.

FCAV will fully examine all requests for refund and endeavour to ensure that genuine errors are rectified, however we are under no obligation to give refunds and the decision on refunds will be at FCAV's discretion.

The FCAV will endeavour to refund donations in the following circumstances:

- If an error is made in making an online donation or if the donor changes their mind, we will honour all requests for refund that are made in writing within 30 days of the date the donation was made. The written refund request must include the details of the initial transaction including date, donation amount, donor's name, ID, tax invoice number and the nature of the error.
- Requests for refund can be sent to the FCAV as follows:  
Email: [accounts@fcav.org.au](mailto:accounts@fcav.org.au)  
Mail: Accounts, FCAV  
Level 1, 398 Smith Street, Collingwood VIC 3066.
- If an amount is adjusted by the FCAV, the original receipt issued for the incorrect amount will become invalid and a new receipt will be issued for the amount of the adjusted donation.
- FCAV reserves the right to pass any refund transaction charges on to the donor
- Refunds will be returned using the original method of payment – if donation has been made by credit card, the refund must be credited to that same credit card.
- Should an error be made by FCAV or our financial institution(s), a refund of the full amount will be made once we are notified of the error in writing and all costs will be borne by FCAV or our financial institution(s).

**Responsibility and policy owner**

The owner of this policy is the FCAV CEO.

The owner is responsible for implementing the policy and achieving the desired outcomes.

FCAV employees responsible for receiving and processing donations shall:

- respect and value all those who donate to the FCAV
- ensure donation processes are secure and transparent
- build trusting relationships with regular donors and partners
- respond proactively to any issues arising in regard to donation refunds
- communicate respectfully and professionally with those who request a refund  
raise any issues or concerns that arise with FCAV management regarding donation refunds.

**Data collection and usage**

For the purposes of transparent accounting and good governance the names and contact details of donors will be recorded securely by the FCAV. The FCAV may be required to confirm donation details under Australian taxation laws. Donor details may be used judiciously from time to time by the FCAV to contact former donors to inform them of the organisation's current fundraising initiatives. The details of donors will not be shared or sold with any other entities. The FCAV is committed to conservative use of funds for the purposes of fundraising and therefore will not inundate former donors with branded stationery / gifts or the like in an attempt to garner future donations. Donors may opt out of any future contact regarding future fundraising initiatives at any time and this request will be honored by the FCAV as soon as it is received.