

Receiving Donations and Issuing Receipts Policy

1. Purpose of the Policy

- This policy is formulated to ensure that Merciful Group adheres to the highest standards of integrity and transparency in receiving and acknowledging donations. It establishes a robust framework for managing and recording donations in compliance with Australian legal and financial regulations.
- The policy is designed to uphold the organisation's reputation and donor trust by ensuring accurate and transparent handling of all donations.

2. Scope

- This policy encompasses all forms of donations received by Merciful Group, including monetary contributions and in-kind donations. It applies to all personnel within the organisation, including employees and volunteers, who are involved in the process of handling, recording, and acknowledging donations.

3. Types of Donations

- In-Kind Donations: The organisation acknowledges the receipt of in-kind donations, encompassing goods or services. However, it is our policy not to issue receipts for such contributions. This stance is taken to maintain a transparent and manageable financial record.
- Monetary Donations: Merciful Group does not directly solicit or receive checks. However, donors are at liberty to independently deposit checks into the organisation's bank account. This provision accommodates the preferences of donors while ensuring that the organisation maintains a direct, traceable, and accountable financial process.

4. Receiving Donations

- All donations received by Merciful Group are meticulously recorded in the Xero software system. This practice ensures precision and accountability in our financial records.
- Handling of Independent Check and Cash Donations: In alignment with our commitment to transparency and financial propriety, Merciful Group does not directly accept cash or checks. However, should a donor independently deposit funds into our bank account, either via cash or check and subsequently identify themselves as the donor, the organisation will dutifully

issue a receipt. This receipt will be sent via email and will detail the date and amount of the donation in adherence to the principles of accountability and donor acknowledgement.

5. Issuing Receipts

- In keeping with our commitment to donor transparency, receipts will be issued for all monetary donations where the donor's identity is known. These receipts will comprehensively include the date of donation, the amount, and the donor's details, reflecting our adherence to financial transparency.

6. Confidentiality and Donor Privacy

- Merciful Group is committed to maintaining the confidentiality and privacy of our donors in accordance with Australian privacy laws. We assure our donors that their information will be securely managed and that they retain the right to anonymity, should they choose.

7. Policy Review and Amendments

- This policy is subject to periodic review and amendment as required to ensure that it continues to reflect best practices and aligns with evolving legal and regulatory standards. All amendments will be communicated promptly to all relevant stakeholders.