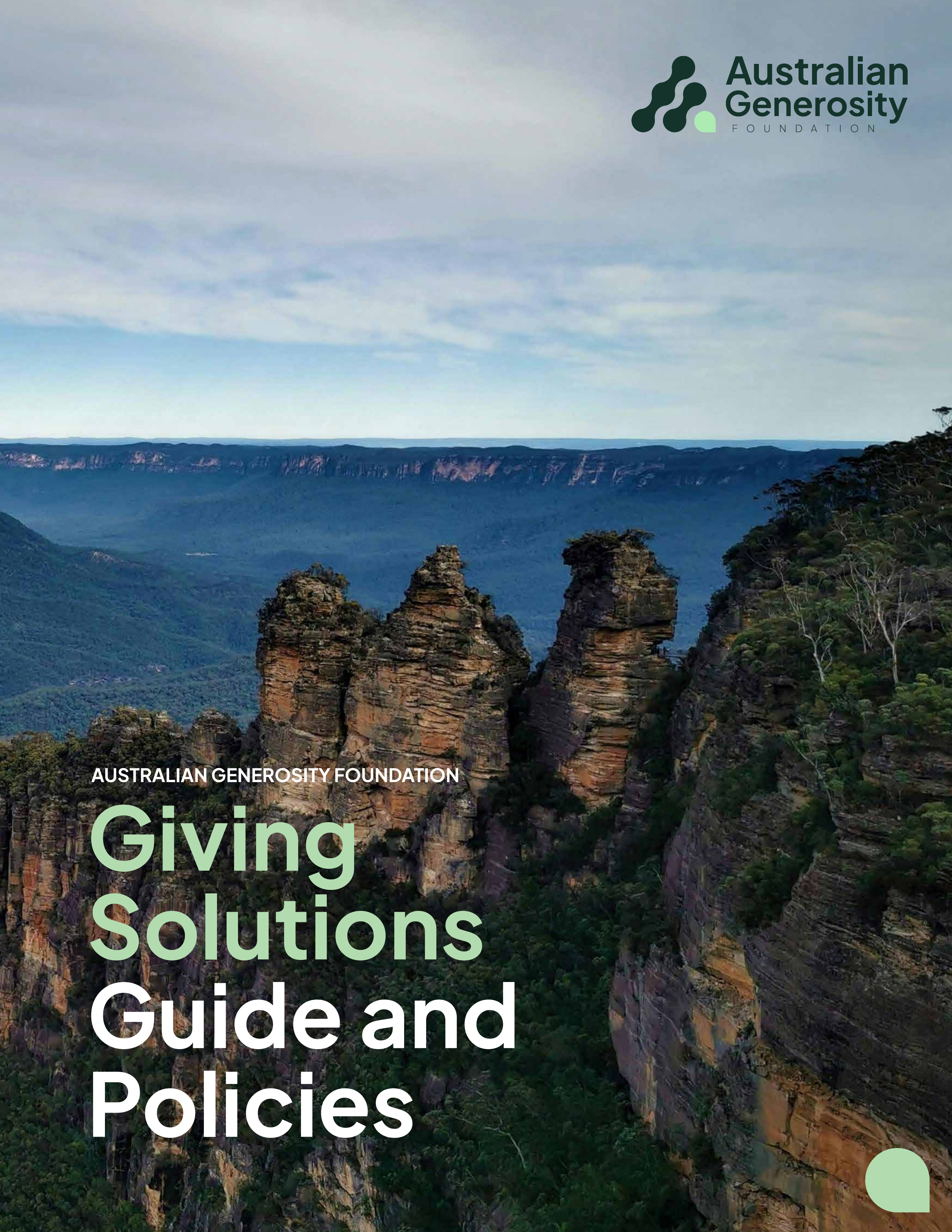

AUSTRALIAN GENEROSITY FOUNDATION

Giving Solutions Guide and Policies

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Why we exist?

Our Mission

We mobilise resources by catalysing generosity and making giving easy for Australians.

Our Vision

We see charities everywhere having all they need to accomplish their mission.

Who We Are

Australian Generosity Foundation ("AusGiving") is a registered Australian charity and Public Benevolent Institution (PBI), established under its Constitution to relieve poverty, sickness, distress and other forms of benevolent need by mobilising and stewarding philanthropic resources for public benefit. As an Item 1 deductible gift recipient, AusGiving may receive tax-deductible gifts and apply those funds, including through grants, only in furtherance of its PBI purposes.

We exist to simplify giving and amplify its impact. Through efficient and accountable giving solutions, we enable donors to steward their philanthropy with clarity and confidence—whether supporting eligible Australian Item 1 DGR charities or, through trusted network partners, overseas organisations and activities that are consistent with AusGiving's benevolent purposes and applicable Australian requirements—so that generosity moves efficiently and responsibly from intention to tangible outcomes.

To Our Donors

Welcome to the community of generous donors at AusGiving. We are grateful to partner with you in your commitment to purposeful and strategic generosity by ensuring your philanthropy is administered with integrity, clarity, and care.

Establishing a Giving Fund with AusGiving enables you to make irrevocable contributions and recommend grants to eligible Australian charitable organisations for activities consistent with AusGiving's benevolent purposes, subject to AusGiving's due diligence and approval.

For international giving, AusGiving works through its partnership with TrustBridge Global Foundation ("TrustBridge") to facilitate grants to eligible overseas charities, activities and projects that provide benevolent relief and are consistent with AusGiving's charitable purposes. Smaller international contributions generally do not require a Giving Fund at AusGiving or a corresponding TrustBridge Foundation Fund. Larger international contributions may require additional fund structures, as described in the International Giving Fund Structure below.

In this guide, you will find essential information about our giving solutions, including Giving Funds and structured grant-making pathways that help you simplify your giving and magnify your impact. Whether you are supporting eligible Australian charities, recommending international grants through AusGiving's partnership with TrustBridge, contributing complex assets, or planning around a significant life event, AusGiving provides a secure and accountable framework for stewarding your charitable intentions.

To Our Charities

At AusGiving, we support PBI-eligible charities like yours whose work aligns with our benevolent purposes by facilitating structured grant-making from donors who wish to advance that work. This guide explains how an AusGiving Charity Fund operates, how grants are assessed and processed, and how we support both Australian and international giving pathways through trusted network partners. Our aim is to provide a clear and accountable framework through which your organisation can receive philanthropic support efficiently, while ensuring that all grants are legally compliant.

Establishing a Charity Fund with AusGiving enables charities to receive donations locally in Australia. To receive donations and grants from outside Australia, charities must also establish a corresponding Charity Fund with TrustBridge Global Foundation (TrustBridge).

Charities can access and manage their TrustBridge Charity Fund through TrustBridge's secure Fund Management in GivingSpace where they can view fund activity, manage contact information, and update fund preferences.

The TrustBridge Global Network

A key characteristic of Australian Generosity Foundation ("AusGiving") is its membership in the TrustBridge Global Network ("Network"), an international network of charitable foundations and partners committed to facilitating cross-border philanthropy. The Network provides a platform of connectedness, common vision and mission, training, systems, and accountability by which like-minded foundations and charities flourish through advice, cooperation, and shared due diligence. Its operational infrastructure enables flexible grant-making across jurisdictions while maintaining strong accountability and regulatory compliance.

Through its partnership with TrustBridge, AusGiving provides Australian donors with a structured pathway for supporting eligible charitable work outside Australia, including through appropriate members of the TrustBridge Global Network.

International contributions are received and administered by AusGiving and remain subject to its governance, charitable purposes and grant-making policies. Funds may be applied only to overseas organisations, programs or projects that AusGiving determines further its benevolent purposes, including activities relieving poverty, sickness, disability, distress or other disadvantage.

For contributions of up to $100,000, donors may generally give through the TrustBridge giving link without establishing separate funds. Contributions over $100,000 generally require a Giving Fund with AusGiving and a corresponding Foundation Fund with TrustBridge to support appropriate oversight, administration and reporting.

When an international grant is recommended, AusGiving works with TrustBridge to assess the proposed recipient and activities, conduct due diligence and facilitate the grant. All recommendations remain subject to approval, and recipients may be required to provide supporting documentation before the grant is made, together with post-grant reports and other evidence confirming that the funds were used for the approved benevolent purposes.

The Network currently allows TrustBridge to provide potential tax benefits across multiple countries. Please visit **trustbridgeglobal.com/about-us** to view the full list of Network Members.

The Network currently serves over 100,000 donors and nearly 100,000 charities worldwide. The hope is to one day have local involvement in almost every region, as they envision a world where it is as easy to give to foreign charities as it is to give to local ones.

To learn more about TrustBridge Global Foundation and the Network, please visit **www.trustbridgeglobal.com**.

Donors may also access GivingSpace **(givingspace.trustbridgeglobal.com)**, TrustBridge's secure online donor engagement platform. GivingSpace provides consolidated access to fund activity, grant recommendations, reporting, and account information across TrustBridge Foundation Funds, offering a streamlined and transparent experience for managing local and international philanthropy.

Giving Solutions at AusGiving

Giving Fund

A Giving Fund at AusGiving is a donor-advised fund established and administered by Australian Generosity Foundation. Donors may make non-binding recommendations for grants to eligible Australian charities for activities that further AusGiving's benevolent purposes, subject to AusGiving's due diligence, approval, governing documents and applicable Australian law. For international giving, AusGiving may, through its partnership with TrustBridge Global Foundation, transfer approved funds—where applicable, to a corresponding TrustBridge Foundation Fund—to facilitate grants to eligible overseas organisations, programs or projects that provide benevolent relief and are consistent with AusGiving's charitable purposes. International grants are also subject to TrustBridge's terms, due diligence and approval processes and may require additional documentation, a grant agreement and post-grant reporting.

Charity Fund

An AusGiving Charity Fund is established to support an eligible ACNC-registered Item 1 DGR charity whose activities are consistent with AusGiving's benevolent purposes. It provides a structured way for Australian donors to support that charity through AusGiving's governance and administrative framework, including the receipt, tracking and distribution of donations. Each Charity Fund is established only after AusGiving has completed its due diligence and verification process, including confirmation of the charity's registration, DGR endorsement and alignment with AusGiving's charitable purposes. All distributions remain subject to AusGiving's approval, and the charity is subject to ongoing compliance monitoring and periodic review to confirm its continued eligibility.

Gifts and Contributions

The Fund name, Fund number, and any required documentation should accompany all gifts. For receipting purposes, the name of the donor(s), mailing address, and e-mail must accompany all gifts.

Donors

Gifts to AusGiving may be made by any legal person or entity, including individuals; for-profit or non-profit corporations (for example, other donor-advised funds or companies); general or limited partnerships; trusts, public ancillary funds, and estates. In this guide, each such entity is referred to as a "donor," and collectively as "donors."

Direct gifts from pension, superannuation and other retirement accounts may be restricted by the governing account rules and applicable law. AusGiving considers such gifts on a case-by-case basis.

Types of Gifts Accepted

1. Cash Contribution

AusGiving generally accepts gifts of cash in dollars or other major currencies via electronic funds transfer (EFT) or wire transfer. Cheques, money orders and other forms may also be accepted. Appropriate banking instructions will be provided upon request. In certain circumstances—particularly where currency conversion or additional processing is required— charges may apply to cover transaction and handling costs.

2. Other Assets

AusGiving may be able to accept certain non-cash assets, including publicly traded securities, cryptocurrencies and, in some cases, more complex assets such as interests in private companies, real property, or other approved assets. Acceptance of such gifts is determined on a case-by-case basis and is subject to due diligence, valuation considerations, legal review, and alignment with AusGiving's charitable purpose and regulatory obligations.

It is typically the responsibility of the donor to determine and substantiate the value of a non-cash gift in accordance with Australian rules and regulations.

Where appropriate, the acceptance, management, or liquidation of complex or cross-border assets may be facilitated in collaboration with TrustBridge to ensure proper governance, compliance, and operational handling. Donors considering a gift of non-cash or complex assets are encouraged to contact AusGiving early in the planning process so that feasibility and structure can be assessed in advance. AusGiving reserves the right to decline any proposed gift that cannot be appropriately accepted, managed, or administered.

3. Testamentary Gifts and Estate Planning

AusGiving may also be named as a beneficiary under a will, testamentary trust, superannuation death benefit nomination (where permitted), life insurance policy, or other estate planning arrangement. Donors may designate Australian Generosity Foundation subject to AusGiving's governing documents and policies in effect at the time the gift is received.

If you intend to include AusGiving in your estate plans, we encourage you to notify us so that we can ensure your charitable intentions are clearly understood and properly documented. Any bequest will generally be applied once the estate has been administered and probate (where required) has been granted, and once AusGiving is satisfied that there is minimal risk of dispute or claim against the estate.

Independent Legal and Tax Advice

Donors are strongly encouraged to seek independent legal, tax and financial advice before making any gift to AusGiving, particularly where the gift involves estate planning, complex or non-cash assets, or significant transactions. Professional advice is essential to ensure that your proposed contribution is structured appropriately, complies with applicable laws, and achieves your intended philanthropic and tax objectives. Any required valuations or appraisals of non-cash assets remain the responsibility of the donor.

AusGiving's team is available to discuss potential gift structures in alignment with our governing documents, charitable purpose as a registered Australian charity and applicable regulatory requirements. All gifts—whether cash, securities, complex assets, or testamentary bequests—are subject to review, due diligence, and acceptance in accordance with our policies in effect at the time of the gift. AusGiving's role is to steward and apply accepted gifts in furtherance of your charitable intent, consistent with our mission and legal obligations.

Receipting for Gifts

AusGiving will issue an official tax receipt for each eligible gift received, in accordance with Australian taxation and charity law requirements. Receipts for monetary gifts (including gifts made by cheque, EFT, or wire transfer) will state the amount received, the date of receipt, and the name of the donor as recorded at the time of the contribution. Generally, the receipt will be issued to the individual or entity from whose bank account or payment source the gift was made.

For approved non-cash gifts, including publicly traded securities, crypto currencies or other accepted assets, the receipt will describe the asset transferred and the date AusGiving took ownership. In accordance with Australian Taxation Office (ATO) requirements, AusGiving does not determine or certify the value of non-cash gifts; it is the donor's responsibility to obtain any required independent valuation and to determine the deductibility of the gift based on their individual circumstances.

Important Notice and Disclaimer

Through AusGiving's collaboration with **TrustBridge**, certain gifts—particularly those involving cross-border elements, foreign currency, or international grant-making—may, where appropriate, be received, processed, held, administered, or distributed by TrustBridge or through members of the TrustBridge Global Network. TrustBridge is a separate charitable organisation based in Switzerland and operates under its own governing documents, policies, and Giving Solutions Guide.

When establishing a giving relationship with AusGiving, donors may utilise their **Giving Fund at AusGiving** (for Australian grant-making to eligible DGR-1 charities) or their corresponding **TrustBridge Foundation Fund** (for international grant-making to eligible overseas equivalent charities), depending on the nature and destination of the gift. The structure applied to any particular contribution will depend on factors including the donor's location, the intended recipient jurisdiction, the nature of the asset contributed, and applicable legal and regulatory requirements at the time of the gift.

All gifts are subject to review, due diligence, and acceptance in accordance with the governing documents and policies of the entity receiving the gift—whether AusGiving or TrustBridge. Certain gifts, particularly non-cash, restricted, illiquid, or cross-border assets, may involve additional legal, tax, valuation, or administrative considerations. Either organisation reserves the right to decline a proposed gift if it cannot be appropriately accepted, managed, or administered in compliance with applicable law and charitable obligations.

This information is provided for general guidance only and does not constitute legal, tax, financial, or investment advice. Donors should obtain independent professional advice before making any contribution. Neither AusGiving nor TrustBridge guarantees the acceptance of any particular gift, the availability of a specific giving structure, or the tax deductibility or tax treatment of a contribution in any jurisdiction. Tax outcomes depend on individual circumstances and the laws and regulatory guidance in effect at the time of the gift.

Giving Fund at AusGiving

Fund Information

Fund Names

Our standard naming convention is for each Giving Fund to begin with "The" and end with "Fund" (for example, "The Smith Family Fund"). Donors may choose a name that reflects a charitable cause, family legacy or philanthropic vision, subject to AusGiving's approval. Fund names must be appropriate, consistent with AusGiving's charitable purposes and not misleading or offensive.

A Giving Fund is required where donors wish to make tax-deductible contributions now and recommend grants over time to eligible Australian charities consistent with AusGiving's benevolent purposes. It may also be required for international contributions of $100,000 or more, in which case AusGiving will coordinate with TrustBridge Global Foundation to establish a corresponding Foundation Fund. All international giving remains subject to applicable due diligence, approval and reporting requirements.

The Fund name will generally appear, together with the relevant Fund details, on correspondence relating to grant disbursements unless anonymity is requested. Donors may elect to recommend grants anonymously, in which case the Fund name and personal identifying information will not be disclosed to the grant recipient.

Where a donor utilises their TrustBridge Foundation Fund for international grant-making, such activity will be subject to the governing documents, policies, and procedures of TrustBridge Global Foundation, a separate charitable organisation based in Switzerland. Donors may refer to TrustBridge's Giving Solutions Guide and applicable terms available at **www.trustbridgeglobal.com** for further information regarding its rules and requirements.

Roles

Each person associated with a Fund is assigned a role that defines their level of access and authority. The same role structure applies to both the Giving Fund at AusGiving and the corresponding TrustBridge Foundation Fund, providing consistency in governance and administration across local and international giving. The available roles are: **Fund Holder, Fund Advisor (Full Access), Fund Advisor (View Only Access), and Successor**. An overview of these roles is set out below:

- **Fund Holder:** Fund Holder status is automatically given to the individual(s) who establish (open) the Fund and contribute to it. They have full access to the Fund, including the ability to recommend grants, view all Fund activity, assign or remove Advisors, and update Fund preferences. Typically, the Fund Holder is the donor (or lead donors) who created the fund. Fund Holder(s) can add and remove people from the fund including other fund holders.

- **Fund Advisor (Full Access):** This status can be granted to one or more individuals by the Fund Holder(s). A Full-Access Fund Advisor can log into the Fund, view activity, and recommend grants, just like a Fund Holder. However, they cannot remove Fund Holders or Successors. This role is often used to involve trusted persons such as attorneys, accountants, financial advisors, family members, friends, or organisational representatives in the management of the Fund. Fund Holder(s) determine who, if anyone, will be a Full-Access Advisor on their Fund.

- **Fund Advisor (View Only Access):** This role may be given to individuals who should be kept informed about the Fund's activity but who will not have authority to make recommendations or changes. View Only Advisors can see account statements and grant/gift history, but they cannot recommend grants or alter Fund settings. This role might be suitable for a family member or professional advisor who needs insight into the Fund's charitable activities without active control.

- **Successor:** One or more individuals can be named as Successors to assume management of the Fund upon the death of the Fund Holder(s). Successors have no authority over the Fund during the Fund Holder's lifetime, but upon the death of all Fund Holders (or incapacity, if so provided), the Successor(s) designated will become the new Fund Holder(s) of the Fund (or the assets remaining in the Fund).

Fund Holder(s) may manage and update their Fund's roles (including adding or removing Fund Advisors, or naming Successors) by submitting a request in writing. Fund Advisors can be removed or their access level changed at any time at the discretion of the Fund Holder(s). Removed Fund Advisors will no longer have access to the Fund, though they remain in our system and are welcome to establish their own Funds if they wish. All individuals appointed to any Fund role must be of legal age and have the legal capacity to enter into binding agreements.

Succession Plans

Succession Plans: In addition to naming Successors, Fund Holder(s) may also specify charitable beneficiaries as part of a succession plan for the Fund. A succession plan details what should happen to the Fund's assets after the death of the Fund Holder(s) if no Successor continues the Fund. Individuals holding Fund Holder status can provide AusGiving with written instructions during their lifetime regarding these plans. The succession plan may indicate that Successor(s) will continue the Fund under its current name (maintaining any existing preferences or restrictions on the Fund). Alternatively, the plan can recommend that upon the Fund Holder's death, the remaining assets in the Fund be distributed in one or more of the following ways:

- **To a new Fund for Successors:** The assets can be used to create new Fund(s) for the Successor(s), who would then become the Fund Holder(s) of those new Funds. This option is often chosen if multiple Successors will divide the assets into separate charitable funds.

- **To charities or other funds:** The remaining assets may be distributed to one or more eligible charitable beneficiaries as a final distribution. Each beneficiary must be either an AusGiving Charity Fund established for a specific organisation or an Australian Item 1 DGR charity whose purposes and proposed use of the funds are consistent with AusGiving's benevolent purposes. For example, the remaining balance may be allocated 50% to a named AusGiving Charity Fund and 50% to a specified Item 1 DGR charity, subject in each case to AusGiving's due diligence, approval and the eligibility and compliance requirements applying at the time of distribution.

- **To support AusGiving's mission:** The assets can be designated to support the work of Australian Generosity Foundation itself (for example, contributed to AusGiving's general charitable programs or initiatives). This essentially converts any remainder into a legacy gift to AusGiving.

If a minor or legally incapacitated individual is named as the sole Successor, AusGiving will require that a legal guardian or representative be appointed to act on that Successor's behalf until they come of age or regain capacity. In the rare case where no designated Successor is willing or able to assume management of the Fund (and no charitable beneficiaries were named), or if no Successor can be located after diligent efforts, AusGiving's Board of Directors will assume responsibility for directing the distribution of the Fund's assets. The Board will make such decisions consistent with AusGiving's mission and taking into consideration the prior grant recommendations and philanthropic intent expressed by the original Fund Holder(s).

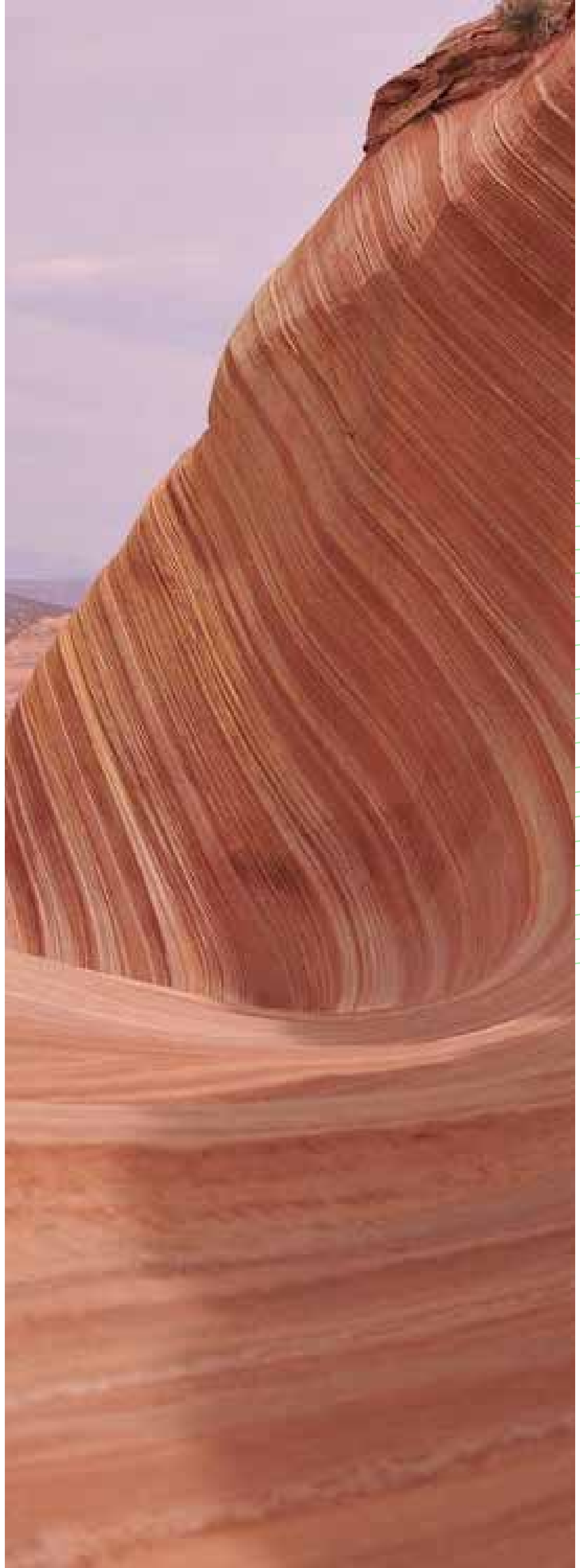
If you choose to name charitable beneficiaries as part of your succession plan, note that those organisations must be operational and eligible to receive grants from AusGiving at the time of the final distribution. If a named charity has ceased to exist or no longer meets our eligibility criteria when we are ready to make the grant, AusGiving will make every effort to redirect the funds to an eligible charity with a similar purpose or mission, in keeping with the spirit of your original recommendation.

Statements

Funds with any financial activity or a balance will receive periodic statements (typically monthly) detailing that period's transactions. These Fund statements include information on contributions (gifts into the Fund), grants out of the Fund, and any investment earnings or changes for that period. Fund statements are provided for informational purposes to help you track your philanthropy; they should not be used as official documentation to substantiate tax matters (your gift receipts serve as the official records of donations to AusGiving). Statements are provided via email.

Communication Preferences

AusGiving sends fund statements, transaction confirmations, and important notifications via email. If you need to update your contact information or change how we communicate with you (for example, adding an additional person to receive copies of statements), you may do so at any time by reaching out to our office. We will accommodate your preferences to ensure you stay informed about your Fund.



Investment Options

The default approach for an AusGiving Giving Fund is to hold assets in a conservative, interest-bearing cash account, preserving capital and maintaining liquidity for grant-making. Where a Fund balance exceeds $500,000, donors may request consideration of investment options beyond cash. Any Australian investment arrangements are made through the Giving Fund and remain subject to AusGiving's approval, governance and ongoing oversight.

International investment options may also be available through a corresponding Foundation Fund established with TrustBridge. These investments are governed by TrustBridge's own governing documents, policies and investment framework. Further information about available options, terms and requirements is available at www.trustbridgeglobal.com.

Available options may include Impact Investments, through which a portion of Fund assets is invested in projects, enterprises or funds intended to further charitable purposes while also seeking to preserve or generate a financial return. All Impact Investments are considered individually and remain subject to appropriate due diligence, alignment with the relevant charitable purposes, risk assessment, approval and applicable legal and governance requirements.

Giving Fund Assessments

AusGiving applies modest assessments to Giving Funds in support of its charitable mission. These assessments are structured as contributions to AusGiving to enable it to carry out its operational, governance, and compliance responsibilities. They are not service fees or payments for services rendered but rather amounts allocated to sustain the charitable infrastructure that makes structured grant-making possible.

Assessments are proportionate to each Fund's activity and balance, ensuring that the costs of administering AusGiving are shared equitably among participating donors. They support expenses such as grant due diligence and processing, donation processing and receipting, fund administration, regulatory compliance, accounting and audit, technology systems, and other operational requirements necessary to fulfil AusGiving's role as a registered Australian charity and Public Benevolent Institution. Below is a summary of the assessments applicable to a Giving Fund at AusGiving:

Assessment	Description
Administrative Cost Assessment ("ACA")	This is an ongoing assessment that helps cover general administrative costs. It is calculated as an annual rate applied to the Fund's balance, assessed in monthly increments. Specifically, each month we calculate 1/12 of the annual rate based on the Fund's average daily balance that month (using the daily fair market value of assets). The ACA is tiered: for the first $10,000,000 of the Fund's balance, the annual rate is 0.30%. For the next $10,000,000, the rate is 0.25%. For the following $10,000,000, the rate is 0.20%. Any balance above that is assessed at 0.15%. (By way of example, a Fund with $12 million average balance would incur 0.30% on the first $10m and 0.25% on the next $2m.) The ACA (combined with any Investment Oversight Assessment, see below) is subject to a minimum total charge of $50 per month, unless the Fund's balance is zero.
Investment Oversight Assessment ("IOA")	Investment Oversight Assessment (IOA): This assessment applies only to Funds that are invested in non-default options (i.e., beyond AusGiving's standard cash or passive index pools). If your Fund is invested solely in AusGiving's default cash accounts and basic index funds, the IOA is not charged. For Funds with custom or separate managed investments, the Investment Oversight Assessment is calculated similarly to the ACA: 1/12 of the annual rate on the average daily balance each month. The IOA tiered rates are: 0.40% annually on the first $10,000,000 under such investment management; 0.30% on the next $10,000,000; 0.20% on the following $10,000,000; and 0.10% on any amount thereafter. These rates reflect the additional oversight and management involved in actively managed or specialized investments. Note: For certain non-liquid or complex assets held in a Fund (for example, a privately held business interest contributed to the Fund), if the asset's true fair market value is materially higher than its nominal book value on our books, AusGiving may apply an alternative minimum assessment based on the asset's annual operating cash flows or EBITDA. This ensures that our assessments adequately cover the work of managing such assets when a percentage of book value would not reflect actual effort.
Due Diligence Assessment / Investment Origination	This assessment is a one-time assessment applied to each Mission-Related Investment or Complex Asset Contribution to a Fund, to cover the additional due diligence, legal review, and set-up work required. It is typically 3% of the fair market value of the asset or investment at the time of contribution/commitment. This assessment is subject to a minimum charge of $5,000 (regardless of percentage) to account for fixed costs like legal fees, valuation, etc. We will communicate the exact assessment in advance for any proposed complex asset gift or special investment. (For example, if you wish to contribute real estate or a private company interest to your Fund, a due diligence assessment would be discussed and agreed before acceptance of the gift.)
Foreign Exchange	Whenever currency conversion is required for contributions into or grants out of your Fund, AusGiving will assess the greater of the actual incurred foreign exchange costs or a 40 basis point (0.40%) margin over the prevailing wholesale exchange rate for major currencies. In practice, this means if you donate or grant in a top-tier currency (e.g., USD, EUR, GBP, CHF, JPY, CAD, NZD etc.), the exchange rate applied may include up to a 0.4% assessment. For less common or more volatile currencies, a higher margin (up to roughly 100 bps or 1.0%) may be applied to offset additional risk and transaction costs. AusGiving determines at its discretion which currencies are considered top-tier vs. lower-tier and may update these classifications over time. We will always strive to be transparent about the rate used and keep currency conversion costs as low as possible while covering necessary expenses.
Other Assessments	From time to time, AusGiving may provide bespoke support or services to donors that fall outside standard operations – for example, extensive charity research, specialized grant management, or custom investment management beyond the usual scope. In such cases, an additional assessment may be agreed upon to cover these. Any such arrangements will be discussed with you when the solution is selected, and the cost will be mutually agreed. We do not charge any hidden assessments; all assessments will be disclosed and, where possible, outlined in advance.

AusGiving Charity Fund

An AusGiving Charity Fund supports a specific eligible Australian charity that is registered with the ACNC, endorsed as an Item 1 DGR and undertaking activities consistent with AusGiving's benevolent purposes. Contributions are held and administered by AusGiving for the benefit of the named charity, with all distributions remaining subject to AusGiving's approval and oversight. The Fund may hold various liquid assets (such as cash) designated exclusively for the benefit of that charity. Unlike Giving Funds, Charity Funds are not subject to tiered balance-based administrative cost assessments. Instead, the costs associated with maintaining a Charity Fund are covered through modest fixed or applicable assessments on grants and contributions, as described in this Guide.

Opening an AusGiving Charity Fund is subject to AusGiving's internal review, due diligence, and approval process. AusGiving reserves the right to request documentation confirming the charity's legal status, DGR-1 PBI endorsement, governance structure, and compliance standing. A Charity Fund may only be established once this review has been satisfactorily completed.

International Giving – TrustBridge Charity Fund

An Australian charity that establishes an AusGiving Charity Fund may also apply to open a TrustBridge Charity Fund in order to receive grants from international donors through the TrustBridge Global Network. The TrustBridge Charity Fund is governed separately by the Terms and Conditions and Giving Solutions Guide of TrustBridge, as amended from time to time. Charities seeking this option should refer directly to the TrustBridge website and TrustBridge Giving Solutions Guide for full details regarding eligibility, structure, and applicable assessments.

In addition to the assessments outlined in the TrustBridge Giving Solutions Guide, charities establishing a TrustBridge Charity Fund in connection with an AusGiving Charity Fund will be subject to an additional assessment to cover the incremental review, coordination, and administrative processes associated with onboarding into the TrustBridge Global Network.

The TrustBridge Charity Fund enables the charity to receive grants from international donors who give through TrustBridge or other TrustBridge Network members, subject to all applicable laws, cross-border regulations, and TrustBridge policies.

Fund Information

Fund Names

All AusGiving Charity Fund names must begin with "The" and end with "Fund," and they should clearly reference the legal name of the charity. For example, if the charity is "Global Education Outreach Ltd," the Charity Fund might be named "The Global Education Outreach Fund." This naming convention ensures clarity and alignment with the charity's legal identity. If a proposed Fund name is deemed inappropriate, misleading, or confusing, AusGiving may request that it be modified prior to approval.

The Charity Fund name will appear on correspondence (such as grant transmittal letters) together with the charity's name and primary contact details. Where a donor has requested anonymity, the donor's identity may be withheld; however, the Charity Fund name itself will typically continue to reference the beneficiary charity.

Roles

Unlike Giving Funds, the role structure for an AusGiving Charity Fund is intentionally streamlined. As each Charity Fund is established to support one eligible Australian charity that is registered with the ACNC, endorsed as an Item 1 DGR and undertaking activities consistent with AusGiving's benevolent purposes, the only designated role is the **Primary Contact**.

- **Primary Contact:** Each Charity Fund must designate one authorized representative of the beneficiary charity as its Primary Contact. This individual should have appropriate authority within the organisation (for example, a CEO, Executive Director, CFO, finance manager, or authorized board member) and must have a valid email address on file with

The Primary Contact serves as the official liaison between the charity and AusGiving in all matters relating to the Charity Fund. This includes confirming banking details for distributions, providing required documentation, responding to compliance inquiries, making representations regarding the charity's DGR-1 PBI status and ongoing eligibility, and communicating formal requests or instructions concerning grant distributions from the Fund.

AusGiving requires that the Primary Contact be authorized to provide confirmations and documentation on behalf of the charity, as compliance attestations and supporting information may be required prior to the release of funds.

No additional advisory, View Only, or fund management roles are available for Charity Funds. All administration, oversight, processing, and recordkeeping of the Charity Fund remain under the governance and internal controls of Australian Generosity Foundation.

Statements

Charity Funds with any activity or balance will receive monthly statements prepared by AusGiving. These statements detail all contributions credited to the Charity Fund, all grant distributions made to the beneficiary charity, and any applicable adjustments. Because Charity Funds are generally held in cash or short-term instruments pending distribution, statements typically reflect contributions and grant payments rather than investment performance.

Monthly statements are sent by email to the designated Primary Contact for record-keeping and reconciliation purposes. Statements are informational in nature and are intended to assist the charity in tracking funds received and distributed. They are not tax receipts for donors; donors receive their official receipts directly from AusGiving at the time of their contribution. If the Primary Contact requires clarification regarding any statement entry or wishes to coordinate the timing of distributions, they may contact AusGiving directly.

Communication Preferences

Australian Generosity Foundation communicates with the Charity Fund exclusively through the designated Primary Contact. By default, the Primary Contact will receive email notifications when:

- Contributions are credited to the Charity Fund;
- Grants are disbursed to the charity; and
- Monthly statements are issued.

If the charity wishes to change its designated Primary Contact, update contact details, or modify communication preferences, it must notify AusGiving in writing so that records may be updated accordingly. If at any time the charity is not receiving expected communications or requires assistance, it may contact AusGiving at **admin@ausgiving.org.au**.

All official communications relating to the Charity Fund will be deemed delivered when sent to the Primary Contact's email address on file.

Grants

Grants to Charity Funds

Grants to Charity Funds: When a donor recommends support for your charity, AusGiving's standard practice is to route the gift through a Charity Fund established for the benefit of your organisation.

AusGiving Charity Funds are available only to Australian charities that are endorsed as DGR-1 PBIs. An AusGiving Charity Fund is designed for Australian donors with a Giving Fund at AusGiving to support an eligible Australian DGR-1 PBI charity in a structured, compliant way under AusGiving.

Disbursement timing for AusGiving Charity Funds

Disbursement timing for AusGiving Charity Funds: AusGiving will send funds to the beneficiary charity as soon as funds are allocated to the AusGiving Charity Fund when the amount is over $5,000. If the allocated amount is below $5,000, AusGiving will aggregate those amounts and send the remaining balance monthly (end of month).

This structure has important benefits: it ensures that incoming funds are properly documented and that the charity has been vetted and approved in accordance with AusGiving's compliance standards. It also allows multiple donations intended for the charity to be aggregated and paid out in fewer transfers, reducing administrative burden.

It is important to note that donors may recommend grants to a charity, but they do not control the funds once contributed. All grants remain subject to AusGiving's review and approval. AusGiving must confirm that the recipient charity meets eligibility criteria (including DGR-1 PBI status, where applicable) and that the grant is for charitable purposes consistent with AusGiving's mission and applicable requirements. Once those checks are complete, AusGiving will disburse the funds to the charity and provide a transmittal notice identifying the originating donor unless anonymity was requested, and specifying any donor-stated purpose.

This structure also means charities may learn which AusGiving donors are supporting them through grant correspondence (unless anonymity is requested). Donors may recommend a general purpose or project designation, and AusGiving will convey that designation to the charity as part of the grant transmittal. For example, a donor may recommend "$10,000 for the girls' scholarship program" or "for general operating support," and the charity is expected to apply the funds in a manner consistent with charitable purposes and any stated designation.

Recommending Grants (for Donors)

The following information is provided for donors who recommend grants, including grants that will be directed to Charity Funds:

Fund Holders or Fund Advisors of Giving Funds at AusGiving may recommend grants at any time by contacting AusGiving by telephone, email, text, or mail with the necessary details. Each grant recommendation should include:

- **Charity Fund Name and Number (if applicable):** If the charity already has an **AusGiving Charity Fund**, please specify the exact name of that Fund and the **Charity Fund Number** (if known). For example: "The Global Education Outreach Fund, Fund #1234."

  If the charity has also opened a **TrustBridge Charity Fund**, that TrustBridge fund will have **its own separate Charity Fund Number** (distinct from the AusGiving Charity Fund Number). If you are unsure which fund applies to your intended gift (local Australian giving vs international giving), AusGiving can help direct you to the appropriate pathway.

- **Grant Amount:** Specify the amount you wish to grant. For international grant-making, the applicable contribution pathway will depend on the size and structure of the contribution, as described in the International Giving Fund Structure.

- **Frequency:** Indicate whether this is a one-time grant or if you would like to set up a recurring schedule (e.g., "$5,000 monthly for 12 months"). **Note:** For grants routed through an **AusGiving Charity Fund**, AusGiving will generally disburse to the charity **when an allocated amount exceeds $5,000** or otherwise **at month-end for remaining balances below $5,000**, as described above.

- **Grant Purpose or Special Designation (optional):** If you have a recommendation for how the charity should use the funds, include it here. Note that all AusGiving Charities are DGR-1 PBI charities. This purpose will be conveyed to the charity. If no purpose is specified, the grant will typically be treated as unrestricted support.

- **Anonymity Preference:** Indicate if you would like the grant to be made anonymously. By default, AusGiving will include the donor's name (or Fund name) and contact information in the grant transmittal so the charity can acknowledge the gift. If you prefer anonymity, please state this clearly. AusGiving will then omit your personal information, and the grant notice will indicate that the grant was recommended by an anonymous donor (or, where appropriate, by a Fund name without identifying the donor). (Unless anonymity is specifically requested, the recipient charity will be informed of the name of the recommending donor or Fund.)

  Once you submit a grant recommendation, AusGiving will verify the details and begin the due diligence process if the charity is new to us.

- **If the charity you wish to support does not yet have an AusGiving Charity Fund:** AusGiving will **initiate the Charity Fund application process** and guide the charity through AusGiving's usual Standard Operating Procedure for due diligence and approval (including collection of appropriate documentation to confirm eligibility and compliance). **No funds can be disbursed until the charity has been fully vetted and approved** and (where applicable) an AusGiving Charity Fund has been established. Donors are encouraged to recommend grants to new charities well ahead of any time-sensitive need.

- **If the charity already has an AusGiving Charity Fund:** Your grant recommendation can typically be processed more quickly. AusGiving will confirm the charity's approval remains current and that your recommended grant meets applicable requirements, then will route the grant through the charity's Fund and disburse in accordance with the $5,000 / month-end process described above.

AusGiving's team handles all correspondence and grant agreements with the recipient charity, including any required attestations about the use of funds or follow-up reporting if needed. You will be notified once your grant is approved and when it has been disbursed to the charity.

Qualified Charities

AusGiving will only make grants to organisations that meet our grant guidelines and do not jeopardize our charitable status, reputation, or good standing with regulators and financial institutions. In practice, this means we grant only to bona fide charitable organisations and eligible charitable projects that align with AusGiving's purposes and Australian law.

- **Qualified Charities for AusGiving Charity Funds:** Qualified charities are Australian charities that are registered with the Australian Charities and Not-for-profits Commission (ACNC) and are endorsed as Deductible Gift Recipient (DGR) Item 1 charities with Public Benevolent Institution (PBI) status (i.e., DGR-1 PBI). This limitation reflects AusGiving's own operating status as a PBI and DGR Item 1 recipient and our requirement to ensure grants remain within the scope permitted under Australian regulation and our governing documents.

- **International giving via TrustBridge:** Australian donors may use the TrustBridge Global Network to support eligible charitable organisations outside Australia, subject to the applicable contribution pathway described in the International Giving Fund Structure.
  Overseas recipients must satisfy TrustBridge's due diligence standards and applicable cross-border compliance requirements. Post-grant reporting may be required, and donors and/or recipients may be asked to cooperate with reasonable reporting requests.

- **Prohibited Recipients and Activities:** AusGiving cannot make grants to any organisation or for any activity that would jeopardize AusGiving's charitable status or violate Australian law or public policy. This includes (without limitation):

  - Political parties or candidates, and activities that involve promoting or opposing a political party or candidate for office (charities may advocate on issues, but must not have a disqualifying political purpose).

  - Terrorist organisations or unlawful activities, including any activity that is illegal or contrary to public policy.

  - Sanctioned persons or entities, or transactions that would breach Australian sanctions laws (including targeted financial sanctions). AusGiving will not provide funds or other assets to persons or entities listed under Australian sanctions regimes and may screen against the DFAT Consolidated List (and related guidance) as part of compliance.

AusGiving also reserves the right to decline any grant where the recipient, proposed use, or surrounding circumstances create unacceptable legal, compliance, reputational, or financial risk, including where required documentation is not provided or where adequate assurance of charitable use cannot be obtained.

Qualified Charitable Activities

AusGiving makes grants only in furtherance of its charitable mission. Grant recommendations to organisations whose purposes or activities are illegal, non-charitable, or fundamentally opposed to AusGiving's charitable purposes will not be approved. We perform a review of each recommended grantee and grant purpose to ensure alignment with our mission and compliance with all relevant laws (Australian and international, as applicable). If an organisation or project's activities would compromise our integrity, charity status, or regulatory compliance, we will decline the grant recommendation. This policy helps protect both our donors and the philanthropic outcomes intended.

Qualified Grant Purposes

All grants disbursed by AusGiving must be made exclusively for purposes that are consistent with AusGiving's charitable objectives, its status as a Public Benevolent Institution and in compliance with applicable Australian laws governing charitable entities. Grants must support activities that are recognised as charitable under Australian law, and particularly those aligned with AusGiving's stated mission. The following categories illustrate the types of qualified charitable purposes for which grants may be issued:

- **Poverty alleviation:** providing housing, food, clothing, clean water, sanitation and other essential support; assisting orphans and people with disabilities; and supporting livelihoods, employment, microfinance or small-enterprise initiatives for people experiencing poverty or disadvantage.

- **Education and training:** supporting schools, early childhood programs, vocational training, adult education, teachers and educational materials where these activities benefit people in need of benevolent relief.

- **Healthcare and disability support:** providing medical, dental or pharmaceutical care, medicines, equipment, health facilities, preventive healthcare and related services for people experiencing illness, disability or other health-related disadvantage.

- **Disaster relief and environmental resilience:** meeting the immediate and longer-term needs of people and communities affected by natural or environmental disasters, and helping vulnerable communities prepare for and recover from environmental risks.

- **Other direct benevolent relief:** supporting programs, activities or projects that directly address suffering, distress, misfortune, helplessness or comparable disadvantage.

These examples are illustrative rather than exhaustive. AusGiving will assess each proposed recipient and grant purpose individually to determine whether it is consistent with its Constitution, PBI status and applicable Australian law.

Impermissible Grant Purposes

AusGiving will not approve or disburse grants for purposes that are inconsistent with Australian charitable law or AusGiving's governing documents. Specifically, grants will not be approved for the following:

- **Private benefit / personal gain:** Any activity or payment that confers a private benefit on an individual or non-charitable entity, unless the benefit is incidental, reasonable, and necessary to achieve an AusGiving-approved charitable purpose. This includes improper distributions to individuals or related parties, but does not prevent ordinary and reasonable payments for goods or services genuinely provided at market value to further the charity's work (e.g., salary, contractor fees, program delivery costs).

- **Membership dues or fees:** Membership dues, subscriptions, or fees where the primary effect is to provide a personal benefit to an individual (e.g., social membership, professional association fees for personal advancement). Limited exceptions may apply only where the membership is clearly institutional (held by the charity, not an individual), provides no material private benefit, and is demonstrably necessary to carry out the approved charitable purpose.

- **Ineligible recipients (DGR-1 PBI alignment):** Organisations that are not eligible to receive funds consistent with AusGiving's status as a DGR Item 1 Public Benevolent Institution, including entities that are not recognised as charities under Australian law, are not registered with the ACNC, or do not hold DGR Item 1 (PBI) endorsement where AusGiving requires it for the relevant grant pathway (including all grants routed through an AusGiving Charity Fund).

Grant Approval Process

All grant recommendations submitted by donors are treated as **non-binding** and are subject to AusGiving's independent review and approval process. A grant will only be approved and disbursed once AusGiving has:

1. Verified the charitable status of the recipient organisation (including DGR eligibility where required);

2. Reviewed and approved the proposed use of funds in line with AusGiving's charitable objectives; and

3. Completed its due diligence in accordance with applicable legal and regulatory requirements.

If either the recipient organisation or the proposed grant purpose cannot be verified or is inconsistent with applicable guidelines, the grant may be delayed or declined at AusGiving's discretion.

Scheduling of Grants

Donors may request that grants be issued as either **one-time disbursements** or **recurring grants**. In the case of recurring grants, the schedule and amount must be pre-approved by AusGiving. AusGiving reserves the right to cancel or amend a recurring grant schedule at any time if there are changes in:

- The recipient organisation's eligibility status;

- The regulatory or legal environment; or

- AusGiving's internal compliance standards.

Fund Balance Considerations

A grant will not be processed unless the Fund from which the grant is to be made contains **sufficient available balance** to cover the full amount of the grant and any applicable assessments. Grant recommendations that exceed the Fund balance will not be processed unless additional contributions are received.

Processing Timeframes

For grants to Australian charities that have already completed AusGiving's due diligence and have an established **AusGiving Charity Fund**, AusGiving will generally process approved grant recommendations promptly—often within one business day—subject to internal review and normal workload (processing may take longer during periods of high activity).

For Australian charities that do not yet have an AusGiving Charity Fund, AusGiving must first complete its local due diligence and onboarding process (including confirming ACNC registration and DGR-1 PBI status and obtaining required governance and banking documentation). The timing of this process will vary based on the charity's responsiveness and the completeness of information provided and may take several days to a few weeks. If the charity does not respond within ten business days of an information request, AusGiving may decline or defer the grant recommendation until the required information is received.

Outstanding Grants

AusGiving monitors outgoing grant distributions on an ongoing basis to support timely receipt by the beneficiary charity. If receipt has not been confirmed within fifteen business days of transmission, AusGiving will follow up with the charity's designated Primary Contact to confirm banking details, resolve any processing issues, and verify delivery.

All grants from AusGiving Charity Funds are made locally to Australian recipient charities, and distributions are typically made via Australian electronic funds transfer (EFT) or other standard domestic banking methods approved by AusGiving. Where alternative domestic payment arrangements are required in exceptional circumstances, AusGiving will communicate the expected timing and will confirm delivery in all cases.

Acknowledgements

While recipient charities are welcome to issue thank-you notes or acknowledgements to express appreciation to donors, official tax receipts and primary acknowledgements may only be issued to AusGiving. This policy is necessary to avoid the risk of double claiming tax deductions by donors and to maintain compliance with Australian Taxation Office (ATO) guidelines. Donors should rely solely on the donation receipt issued by AusGiving for tax purposes.

Charity Fund Assessments

- **Charity Verification:** This annual assessment covers the cost of charity approval and the annual renewal of approval, subject to a minimum of $100. If the charity also maintains a TrustBridge Charity Fund, an additional $300 (or equivalent) assessment applies, and the TrustBridge Charity Fund (including all related services and assessments) is governed separately by TrustBridge's own terms and conditions and Giving Solutions Guide, as amended from time to time.

- **Contribution Assessment:** Where a donor elects to support a charitable organisation outside Australia using the TrustBridge Global Network, AusGiving will apply a 3% Contribution Assessment when funds are transferred from AusGiving to the donor's TrustBridge Foundation Fund , or contributions are made into the TrustBridge Global tax-deductible fund at AusGiving to cover additional processing, compliance, and handling costs associated with international granting. A minimum contribution assessment of $150 (or equivalent) applies for amounts transferred to TrustBridge for onward granting.

- **Local Grant Assessment:** AusGiving applies a $50 assessment on outgoing grants from an AusGiving Charity Fund to cover local grant processing and administration costs.

- **Other Assessments:** AusGiving makes assessments when it provides administrative, charity research, grant management, and/or investment management support. This amount is as agreed upon when the solution is selected.

General Information

AusGiving's Annual Audit

AusGiving is audited annually by an independent accounting firm. A copy of AusGiving's audited financial statements and the Independent Auditor's Report is available on our website and upon request. AusGiving is committed to financial transparency and accountability, and prepares its accounts in accordance with applicable Australian accounting standards for charities while meeting all required reporting obligations to relevant regulators. This annual independent audit helps provide donors and charities with confidence that AusGiving's financial management and reporting are subject to rigorous external review.

Summary of Assessments

Giving Fund Assessments

Assessment Type	When it applies	Description
Administrative Cost Assessment (ACA)	Ongoing; applies to all Giving Funds with a balance (unless zero)	Calculated monthly as 1/12 of the annual rate applied to the Fund's average daily balance for that month (based on daily fair market value). Tiered annual rates: 0.30% on the first $10,000,000; 0.25% on the next $10,000,000; 0.20% on the next $10,000,000; 0.15% on any balance above that. Minimum: The ACA combined with IOA is subject to a minimum total charge of $50 per month, unless the Fund balance is zero.
Investment Oversight Assessment (IOA)	Only if the Fund is invested in non-default options (beyond AusGiving's standard cash / passive index pools)	Calculated monthly as 1/12 of the annual rate applied to the average daily balance under such investment management. Tiered annual rates: 0.40% on the first $10,000,000; 0.30% on the next $10,000,000; 0.20% on the next $10,000,000; 0.10% on any amount thereafter. Note: For certain non-liquid/ complex assets where fair market value materially exceeds book value, AusGiving may apply an alternative minimum assessment based on annual operating cash flows or EBITDA to ensure assessments reflect actual oversight effort.
Due Diligence / Investment Origination Assessment	One-time; applied to each Mission-Related Investment (MRI) or Complex Asset Contribution	Typically 3% of fair market value at the time of contribution/ commitment. Minimum: $5,000 (regardless of percentage) to cover fixed costs (e.g., legal/valuation). Exact assessment is confirmed in advance for the proposed asset/investment.

Foreign Exchange	Only when currency conversion is required for contributions into or grants out of the Fund	Assessed at the greater of (i) actual incurred FX costs, or (ii) a 40 bps (0.40%) margin over the prevailing wholesale exchange rate for major currencies. For less common/volatile currencies, a higher margin (up to ~100 bps / 1.0%) may be applied. AusGiving may update which currencies are treated as "top-tier" vs "lower-tier."
Other Assessments	As-needed; where AusGiving provides bespoke support outside standard operations	Additional assessment may be agreed for services such as extensive charity research, specialized grant management, or custom investment management. Any such amount is disclosed and agreed in advance (no hidden assessments).

Charity Fund Assessments

Assessment Type	When it applies	Description
Charity Verification	Annual; covers initial charity approval (where applicable) and annual renewal/refresh of approval	Subject to a minimum of $100 (or other currency equivalent). If the charity also maintains a TrustBridge Charity Fund, an additional $300 (or equivalent) assessment applies. The TrustBridge Charity Fund is governed separately under TrustBridge's own Terms and Conditions
Contribution Assessment (International Giving via TrustBridge)	All international contributions or transfers processed through AusGiving. This includes transfers to a donor's TrustBridge Foundation Fund and contributions made through the TrustBridge give link into the TrustBridge Global tax-deductible fund at AusGiving. Contributions over $100,000 require a Giving Fund at AusGiving and a corresponding TrustBridge Foundation Fund.	3% Contribution Assessment, subject to a minimum assessment of $150 (or equivalent), to support processing, compliance, coordination, and handling costs associated with international granting.
Local Grant Assessment	Outgoing grants from an AusGiving Charity Fund (local Australia)	$50 assessment per outgoing local grant, to cover grant processing and administration costs.
Other Assessments	As-needed; where AusGiving provides support outside standard Charity Fund administration	May apply for administrative support, charity research, grant management, and/or investment management support. Amount is disclosed and agreed when the solution is selected.

Important Note About the Purpose of this Document

This Guide describes how AusGiving currently operates in pursuit of its charitable mission. AusGiving, at its discretion, may modify the policies, procedures, and services described in this Guide at any time and without prior notice. Nothing in this Guide should be construed as forming a contract or agreement between Australian Generosity Foundation and any donor, charity, or other person. The information provided is for general guidance on our services and does not constitute legal, tax, or financial advice specific to your situation.

We strongly encourage you to consult with your own professional advisors (legal, tax, financial, or otherwise) when making charitable giving decisions, establishing funds, or setting up testamentary gifts. They can provide advice tailored to your personal circumstances, especially regarding tax implications and estate planning considerations. AusGiving staff are available to discuss how our solutions work and to provide information about our procedures, but we do not provide personal legal or tax advice.

Grievance Notice

AusGiving is committed to delivering a high standard of service to everyone who uses our platform. We value our relationship with donors, charities, and partners, and we welcome feedback – both positive and constructive – on how we are doing. If we ever fall short of the high standards we set for ourselves, we aim to address any issues or concerns promptly and carefully.

If you have a complaint, concern, or grievance regarding AusGiving's services or your experience, please take the following steps:

1. **Contact your Givers Services Manager (or AusGiving primary contact):** In many cases, issues can be resolved quickly by communicating with your main point of contact at AusGiving. If you are a donor, this might be a donor services or "givers services" representative assigned to assist you. If you represent a charity, you may have an AusGiving contact who helped set up your Charity Fund. Explain your concern to them and give them an opportunity to resolve it. We find that most problems arise from miscommunication or misunderstanding and can be straightened out in this first step.

2. **Escalate to AusGiving Management:** If your issue is not resolved after Step 1, or if you do not have a specific representative to speak to, please contact us at admin@ausgiving.org.au. In your message, provide your name and contact details, the nature of your concern, and as much detail as possible about the situation. For example, include relevant dates, correspondence, Fund names/numbers, and a description of what you feel has gone wrong. The more information you provide, the more efficiently we can investigate.

3. **AusGiving Response:** Once we receive your feedback or complaint, we will acknowledge receipt and begin an investigation. AusGiving's management will review the details and may reach out to you for further information or clarification. We aim to respond substantively within a reasonable time frame, addressing the issue and outlining any steps we will take to resolve it. If a mistake was made on our part, we will apologize and correct it. If the issue involves a disagreement or a policy decision, we will provide a clear explanation. Our goal is to treat all complaints seriously and fairly.

4. **Further Action:** In the unlikely event that you feel your concern has still not been adequately addressed after contacting us directly, we will provide information on any external avenues available. AusGiving is a registered charity in Australia, and serious grievances can potentially be directed to regulators (such as the ACNC or relevant state authorities), though we sincerely hope to resolve matters internally to your satisfaction.

Your feedback is important to us. It helps us improve our services and maintain trust with our community of donors and charities. Please do not hesitate to let us know how we can serve you better.

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