

Our Fundraising Promise

At Wesley Mission Queensland, we are deeply grateful for every person, business, and community group that chooses to stand with us in making a difference.

Your generosity enables vital services to continue reaching Queenslanders when they need them most, from caring for vulnerable children and families, to supporting people with a disability, older Queenslanders, and individuals experiencing mental health challenges, to providing hope and connection for those experiencing homelessness.

We promise to honour your trust by:

- *Using your gifts responsibly and transparently*, ensuring every dollar creates a meaningful and lasting impact for those we serve. We openly disclose how funds are raised and used and will directly inform you through email or mail about your specific contribution.
- *Operating our fundraising to the highest standards*, ensuring all activities are legal, ethical, and aligned with industry best practice. We comply with Australian Charities and Not-for-profits Commission (ACNC) legislation, Australian Consumer Law, and adhere to the Fundraising Institute Australia (FIA) Code of Conduct. We also require our fundraising partners and suppliers to meet these same standards, and we will never compromise the wellbeing of those we serve, our donors, or our people.
- *Respecting your rights and privacy*, treating every donor with kindness, fairness, and gratitude. We will always honour your preferences, including your preferred methods and frequency of communication and your decision to no longer donate or receive communications. We have strict governance policies and systems to protect your data.
- *Protecting people in vulnerable circumstances*, ensuring our staff and representatives are trained to recognise and respond appropriately so that no one ever feels pressured to give.
- *Listening and learning*, so we can continually improve how we engage with our supporters and the communities we serve. Feedback is welcomed via 1800 448 448 or fundraising@wmq.org.au.
- *Acting with integrity*, guided by our values of innovation, hope, integrity, compassion, justice, empowerment, and respect.

Together, we walk alongside people in need, offering care, compassion, and the opportunity for choice, independence, and wellbeing.

Because when we come together with purpose, Queenslanders can thrive.