



Donation Terms and Conditions

Truth Hubs Ltd

ABN: 88 687 699 627

Registered charity with the Australian Charities and Not-for-profits Commission (ACNC)

Endorsed as a Public Benevolent Institution (PBI) and Deductible Gift Recipient (DGR)

Our charity and tax status

Legal name	Truth Hubs Ltd
ABN	88 687 699 627
Charity type	Public Benevolent Institution (PBI), registered with the ACNC from 3 June 2025
DGR status	Endorsed Deductible Gift Recipient (DGR), Item 1, section 30-15 of the Income Tax Assessment Act 1997 (Cth), from 3 June 2025
Tax deductibility	Donations to Truth Hubs Ltd are tax deductible in Australia

Last updated: 02 October 2026



1. About these terms

1.1 These Donation Terms and Conditions ("Terms") apply to every donation made to Truth Hubs Ltd ("Truth Hubs", "we", "us", "our") through our website www.truthhubs.com.au, by bank transfer, by cheque, in person, or by any other method we accept.

1.2 By making a donation, you confirm that you have read, understood and agree to these Terms and to our Privacy Policy.

1.3 Truth Hubs Ltd (ABN 88 687 699 627) is an Australian public company registered with the ACNC as a Public Benevolent Institution since 3 June 2025. We are endorsed by the Australian Taxation Office (ATO) as a Deductible Gift Recipient under Item 1 of the table in section 30-15 of the Income Tax Assessment Act 1997 (Cth), effective from 3 June 2025. You can check our registration on the [ACNC Charity Register](#) and our DGR status on [ABN Lookup](#).

2. Our charitable purpose

2.1 Truth Hubs is a public benevolent institution set up to relieve [INSERT: e.g. disadvantage, distress and hardship] in the community. We do this through PBI charitable projects, e.g. community workshops and programs supporting wellbeing, personal development and education.

2.2 All donations are used to advance our charitable purposes as set out in our constitution.

3. Making a donation

3.1 Currency. All donations are processed in Australian dollars (AUD) unless otherwise stated.

3.2 Payment methods. We accept donations by : credit/debit card, PayPal, direct bank transfer, etc. Online card payments are processed by our third-party payment provider, e.g. Stripe. We do not store your full card details on our systems.



3.3 Your authority. When you donate, you confirm that:

- (a) you are at least 18 years old or have the consent of a parent or guardian;
- (b) you are the account holder or are authorised to use the payment method; and
- (c) the funds you donate are lawfully obtained.

3.4 Voluntary gift. A donation is a voluntary gift. You will not receive any material benefit or advantage in return for it.

3.5 Fees. Truth Hubs does not charge a fee to donate. Your bank or card provider may charge fees (such as international transaction fees), and these are your responsibility.

4. Tax deductibility and receipts

4.1 Tax deductible. Because Truth Hubs is endorsed as a DGR, gifts of money and certain property are generally tax deductible in Australia. Following changes announced by the ATO, the former \$2 minimum has been removed, so eligible donations of any amount made on or after 1 July 2024 can be claimed ([ATO](#)).

4.2 When payment is not deductible. Payment is not a deductible gift if you receive something of material benefit in return, for example event tickets, raffle tickets, merchandise, or payment for services or workshops. Payments for fundraising events or auctions may be partly deductible as a "deductible contribution" in some circumstances. We will make this clear at the time of the payment.

4.3 Receipts. We will email a tax receipt to the address you provide, normally straight after an online donation, or within [14] days for other donation methods. Each receipt will include:

- (a) our name, Truth Hubs Ltd;
- (b) our ABN;
- (c) a statement that the receipt is for a gift;
- (d) the amount of the gift; and
- (e) the date of the gift and your name.



4.4 Annual statements. Regular donors can request a consolidated end of financial year statement by contacting us at info@truthhubs.com.au

4.5 Your tax position. We cannot give tax advice. Please speak to your accountant or the ATO about your personal circumstances. Donations from outside Australia may not be deductible in your country.

5. How we use your donation

5.1 General donations. Unless you choose a specific program, your donation will be used where the need is greatest to support our charitable purposes. This includes the reasonable costs of delivering programs, administration, compliance and fundraising.

5.2 Donations for a specific purpose or appeal. If you donate to a particular program or appeal, we will use your donation for that purpose where possible. If that purpose is fully funded, can no longer go ahead, or become impractical, we may use your donation for a closely related purpose that supports our charitable mission.

5.3 Accountability. We manage donations in line with the ACNC Governance Standards and report each year to the ACNC. Our annual information statement and financial reports are publicly available on the ACNC Charity Register.

6. Regular (recurring) donations

6.1 By setting up a regular donation, you authorise us and our payment provider to charge the amount you choose at the frequency you choose (for example, monthly) until you cancel it.

6.2 Changes and cancellation. You can change the amount, update payment details, pause or cancel your regular donation at any time by emailing info@truthhubs.live or calling 0418910199 Please give us at least [5] business days' notice before your next scheduled payment.

6.3 Failed payments. If a payment fails, we may try to process it again or contact you to update your details. We will not charge any fee for a failed payment.



6.4 Card expiry. If your card expires or is replaced, we may contact you to update your details, or our payment provider may automatically update them where your card issuer supports this.

7. Refunds

7.1 Donation errors. If you made a donation in error (for example, the wrong amount or a duplicate payment), please contact us within [30] days at [INSERT EMAIL]. Tell us your name, the date, the amount, and your receipt number.

7.2 Our approach. We will consider each refund request fairly and respond within [10] business days. Approved refunds will be returned to the original payment method.

7.3 Tax receipts. If we refund a donation, the related tax receipt becomes invalid, and you must not use it to claim a tax deduction. We will issue a replacement receipt where needed.

7.4 Chargebacks. We encourage you to contact us before disputing a payment with your bank so we can resolve the issue quickly.

7.5 Nothing in these Terms excludes any rights you have under the Australian Consumer Law.

8. Fraud, unauthorised use and declining donations

8.1 We may decline, refund or return a donation if we reasonably believe:

- (a) it has been made with stolen or unauthorised payment details;
- (b) it is connected to unlawful activity, including money laundering or terrorism financing;
- (c) accepting it would conflict with our values, purposes or reputation; or
- (d) it comes with conditions that we cannot meet or that are inconsistent with our charitable purposes.

8.2 We may ask for identification or further information before accepting large or unusual donations. We may report suspicious transactions to relevant authorities where required by law.



9. Donations in memory, in honour, or through fundraising pages

9.1 In memory or in honour. If you donate in memory or in honour of someone, we may, with your permission, notify a nominated person of your gift. We will not disclose the amount unless you ask us to.

9.2 Community fundraisers. People who fundraise for Truth Hubs through third-party platforms (such as [INSERT PLATFORM]) must have our written approval and follow our fundraising guidelines. Those platforms have their own terms and fees. Tax receipts for those donations may be issued by the platform or by us, depending on the platform.

10. Gifts in Wills (bequests)

10.1 If you would like to leave a gift to Truth Hubs in your Will, we recommend you seek independent legal advice. Please use our full legal name, Truth Hubs Ltd, and our ABN 88 687 699 627. You are welcome to contact us to discuss your wishes confidentially.

11. Privacy

11.1 We respect your privacy. We collect your personal information (such as your name, contact details and donation history) to process your donation, issue receipts, keep records, meet our legal obligations, and, if you agree, keep you updated about our work.

11.2 We handle personal information in line with our Privacy Policy and the Australian Privacy Principles under the Privacy Act 1988 (Cth).

11.3 We will never sell, rent or trade your personal information. We share it only with trusted service providers (such as our payment processor, email provider and CRM) who help us process donations and communicate with you, or where the law requires it.

11.4 You can ask to give anonymously, to see or correct your information, or to stop receiving communications from us at any time by contacting [INSERT EMAIL] or using the unsubscribe link in our emails.



12. Payment security

12.1 Online payments are processed over a secure, encrypted connection by our payment provider, which is compliant with the Payment Card Industry Data Security Standard (PCI DSS).

12.2 Please do not send card details to us by email or social media.

13. Fundraising compliance

13.1 Truth Hubs conducts fundraising in line with:

- (a) the ACNC Governance Standards and the Australian Charities and Not-for-profits Commission Act 2012 (Cth);
- (b) the Charitable Collections Act 1946 (WA) and any licence or notification requirements administered by Consumer Protection WA;
- (c) the nationally consistent fundraising principles agreed by Australian governments; and
- (d) the fundraising laws of any other state or territory where we fundraise.

13.2 WA Charitable Collections Licence / Notification Number: 88687699627

14. Feedback and complaints

14.1 If you have a question, concern or complaint about a donation or our fundraising, please contact us first:

Email: Info@truthhubs.live

Phone: 1300878844 or 0418910199

14.2 We aim to acknowledge complaints within [5] business days and resolve them within [30] days.

14.3 If you are not satisfied with our response, you may contact Consumer Protection WA or raise a concern about a registered charity with the ACNC.



15. Limitation of liability

15.1 To the extent permitted by law, Truth Hubs is not liable for any loss arising from delays, interruptions or errors caused by third-party payment providers, banks or systems outside our reasonable control.

15.2 Nothing in these Terms limits any rights or remedies you have under the Australian Consumer Law or any other law that cannot be excluded.

16. Changes to these Terms

16.1 We may update these Terms from time to time. The updated version will be published on our website with the date it was last updated. The Terms in place at the time of your donation will apply to that donation. We will notify regular donors of any material changes that affect them.

17. Governing law

17.1 These Terms are governed by the laws of Western Australia and the Commonwealth of Australia. You agree to submit to the non-exclusive jurisdiction of the courts of Western Australia.

18. Contact us

Truth Hubs Ltd

ABN: 88 687 699 627

Registered charity (PBI) with Deductible Gift Recipient (DGR) status

Email: info@truthhubs.live

Website: www.truthhubs.com.au

Thank you for supporting Truth Hubs. Your generosity makes our work in the community possible.

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