

# Trócaire

## SUPPORTERS' CHARTER OUR COMMITMENT TO YOU

Trócaire envisages a just and peaceful world where people's dignity is ensured and rights are respected; where basic needs are met and resources are shared equitably; where people have control over their own lives and those in power act for the common good.

Trócaire depends on your generosity to fund its work. In recognition of your kind support, we make this commitment to you.

### As a Trócaire Supporter you are entitled to:

- An official receipt in prompt acknowledgement of your donation.
- Information about the projects that Trócaire supports.
- Confidentiality – Trócaire does not share your details with any other organisations.
- A choice as to whether or not you wish to receive further information from Trócaire in the future.
- Be communicated with, if you so wish, through the medium of your choice.

### You can be assured that, as a charity supported by voluntary public donations, Trócaire wishes to be fully accountable and transparent and will always:

- Treat all our supporters with respect, honesty and openness.
- Prepare fully audited accounts, which are available to you for inspection, in accordance with the Statement of Recommended Practice for Charities.
- Effectively manage essential administrative and fundraising costs and ensure they are kept to a minimum (an average of 8% of income on fundraising and 1% of income on governance over the past 5 years).
- Endeavour to comply with the Statement of Guiding Principles for Fundraising
- Manage our database of supporters in compliance with Data Protection legislation. Supporters under the age of 18 are classified as Minors on our database and are excluded from all mailings to our support base.
- Record feedback from our supporters and commit to resolve any queries/complaints raised by our supporters within 48 hours of notification.

### Trócaire will maximise the value of your donation by:

- Seeking matching funding from official bodies such as the Irish government, DFID and the European Union (over the past 5 years Trócaire has managed to secure an average of an extra 87p for every £1 donated by the public).
- Availing of tax concessions provided to registered charities in order to maximise the value of your donation. If you are a UK taxpayer paying income and/or capital gains tax, the value of your donation to Trócaire can be increased dramatically. All you are required to do is make a Gift Aid Declaration. This can be done by completing a simple form, or even by telephone. You need only make a Gift Aid Declaration once, and it will cover all your donations in the future (until you notify us otherwise).

### In relation to Emergency Appeals:

- Funds will be utilised as speedily as possible.
- If for any reason, such as high-risk security situations, it is not possible to expend all funds received in the particular emergency within a reasonable period, Trócaire will devote any remaining funds to tackling poverty in other areas of great need. When this occurs it will be highlighted in the Annual Report.

As a Trócaire supporter we value your involvement in our work and invite you to join our many public education campaigns.

For further information about Trócaire's work please check out [www.trocaire.org](http://www.trocaire.org)

**Thank you for your solidarity and support.**



Éamonn Meehan, Executive Director

NI Charity No: NIC103321

**Working for  
a just world.**