

Anew Support Services

Donor Charter

As a charity seeking donations from the public, Anew Support Services aim to comply with the Guidelines for Charitable Organisations Fundraising from the Public. Our pledge is to treat all our donors with respect, honesty and openness.

It truly is critically important to us that we maintain the best standards when receiving donations from our generous supporters. These principles will enable you as our supporter to maintain a full level of support and appreciation for and from Anew Support Services.

If you've any queries or concerns, you can contact us anytime via email anytime via: hello@anew.ie

We commit to being accountable and transparent so that our past, present and future donors can have full confidence in Anew Support Services. We promise we will effectively apply all of your generous gifts for their intended purposes.

We commit to you, our donors and future donors, that you will:

- Be informed of our mission and of the way the organisation intends to use donated resources
- Be informed of the identity of those serving on the governing board and that the board will exercise prudent judgement in its stewardship responsibilities
- Have access to the organisation's most recent financial statements
- Be assured that your gifts will be used for the purposes for which they are given
- Receive appropriate acknowledgement and recognition within 5 working days
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by the law
- Expect that all relationships with individuals representing a charity will be dealt with professionally
- Be informed whether those seeking donations are volunteers, employees or third party agents. And you can read our disclosure statement below
- Have easily available the agreed procedures for making and responding to complaints
- Receive prompt, truthful and forthright answers to any questions you may have about Anew Support Services.
- We welcome any feedback or suggestions you may have about our organisation. If you have some, please look at our feedback and complaints procedure here ([weblink will be inserted](#))

Financial Controls

Anew Support Services seeks to be best in class in governance issues and will follow the principles of best practice in financial management.

The Audit and Risk Committee, made up of suitably qualified individuals, including members of the Board, oversees the internal financial control procedures. The Board of Anew Support Services will ensure that all monetary income is used effectively and will minimize the risk of misuse.

A Statement of Annual Accounts figures are freely available to the public. Audited accounts are prepared in accordance with the Statement of Recommended Practice (Charities SORP in accordance with FRS102) and with generally accepted accounting principles in Ireland and Irish statute comprising the Companies Act 2014.

Human Resources

Anew Support Services human resource policies conform fully to relevant national and international labour regulations. These policies seek to apply best practices in terms of employee and volunteer rights and health and safety at work.

Equality

Anew Support Services adheres to equality legislation and will not tolerate discrimination in any form.

Legal Status

Anew Support Services is a Company Limited by Guarantee Registered No:494801 and Registered Charity CRA No.20022983 and CHY No: 9172. It is approved for tax deductible donations under current charitable legislation.

Appointment of External Auditor

Anew Support Services is controlled and regulated by its board. The board are responsible for appointment of the auditors and approval of the annual accounts.

Our Disclosure Statement:

Anew Support Services is open about whether those seeking donations on their behalf are volunteers, employees of Anew Support Services or are third party agents.

Anyone fundraising on behalf of Anew Support Services must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

Approved by the Board of Directors: 25 Jan 2025