

Every tap helps support cancer research.



Oolio Giving

In-Store Guide for Staff

As front-of-house staff, you play an important role in making donations via Oolio a positive experience for customers and a meaningful contribution to cancer research.

To support you, we've put together simple talking points to help guide customer conversations at the moment of payment.

What is Oolio Giving?

Oolio Giving is a simple way for customers to support cancer research while paying for their meal or drink.

At checkout, customers can make a small optional donation. These everyday moments, added up across thousands of venues, help create a powerful collective impact for cancer research and care.

How does Donation at Checkout work?

At the end of every transaction, a prompt will appear on the screen, inviting the customer to make a donation. Donation is **entirely optional** - customers can choose to donate, skip, or walk away, and the donation screen will time out (after 5 or 10 seconds, based on the preset). There's no pressure to donate, and no action is required of staff beyond guiding customers who have questions.

Where can customers learn more about the initiative?

Customers can **scan the QR code on the in-store flyer** to learn more about Oolio Giving, including FAQs and details about how donations work.

Who is the Peter MacCallum Cancer Foundation?

Peter MacCallum Cancer Foundation is the fundraising arm for Peter MacCallum Cancer Centre, raising funds for to support the cancer centre. Peter MacCallum Cancer Centre is Australia's only public hospital dedicated solely to cancer and one of the world's leading specialised cancer centres. Peter Mac drives bold research across all cancers – turning discoveries into kinder, more effective treatments and radically improving outcomes for patients and their loved ones.

Where does the donation go & what impact are the customers making?

- **100% of every donation goes directly** to the Peter MacCallum Cancer Foundation supporting cancer research and care.
- All donations are **matched dollar-for-dollar**, meaning a \$5 donation becomes \$10 for cancer research.

Every small contribution adds up, helping fund meaningful progress.

What will appear on the customer's bank statement?

Customers will see two separate transactions:

- One for their purchase with venue details
- One for their donation to the Peter MacCallum Cancer Foundation

This helps clearly distinguish the donation from the venue transaction.

Will the customer receive a receipt for tax deduction?

No, the donation will not appear on the POS receipt, as it is not processed through the POS system. **The customer's bank statement serves as the official record and can be used for ATO tax deduction purposes.**

Are all card types accepted?

Most card types are supported.

However, **EFTPOS proprietary cards** (cards displaying only the EFTPOS logo) are excluded. For these cards, the donation prompt will not appear.

Helpful reminder for staff

If customers ask questions, please reiterate:

"It's an optional donation through Oolio Giving. One hundred per cent goes directly to Peter Mac and it's matched dollar-for-dollar."