



HEROES FOR
HUMANITY

Australia for UNCHR Community Fundraising FAQ's

Before you start

How do I get involved?

It is easy to register to fundraise on behalf of Australia for UNHCR. Simply click on the "Start Fundraising" button, create your profile and then enter the details about your fundraiser.

How do I fundraise online?

If you choose to fundraise online, you will be re-directed to our online fundraising platform Everyday Hero where you will need to create a log in. You can personalise your page by adding a photo, updating the blog to explain more about your fundraiser and then start fundraising straight away by sharing your page with your family and friends via email or social media.

Do I have to fundraise online?

No, you can choose to fundraise offline if you would prefer. Some examples of an offline fundraiser may include a barbeque, gala ball or raffle. For offline fundraising when you enter the details about your fundraiser on the Team UNHCR website, you just tick the appropriate box. Our team will then be notified of your fundraising application and give you a call or send you an email to talk it through. We will then give you approval for your fundraiser or Authority to Fundraise. **Please note - you do not have permission to fundraise without this approval from our team.** We will ensure we get back to you within 2 business days of your registration application. If you wish to contact us earlier, you can call on 1300 361 288 or email community@unrefugees.org.au.

How does my fundraising make a difference?

We simply couldn't do what we do at Australia for UNHCR without fundraisers like yourself. The funds you raise are vital, providing refugees in crisis situations with food, water, shelter, medicine,

protection and respect. As part of Team UNHCR, you will have a real and lasting impact on the lives of people who have been forced to flee their homes.

Why do I need to register my fundraiser?

An Authority to Fundraise is required by law in most States and Territories in Australia and is a requirement of fundraising for Australia for UNHCR. By registering your fundraising with Australia for UNHCR you will, once approved, receive an Authority to Fundraise either from Australia for UNHCR or from one of our online fundraising platforms (i.e. Everyday Hero, Go Fundraise, Grassrootz etc). We have tried to make the registration process as easy as possible for you but if you have any questions at any time, please don't hesitate to give us a call on 1300 361 288 or email community@unrefugees.org.au and we can help you.

What happens after I register?

After you register you will receive a confirmation email of your registration. If you registered to fundraise online you will receive an Authority to Fundraise from one of Australia for UNHCR's online fundraising platforms (i.e. Everyday Hero, Go Fundraise, Grassrootz etc). If you registered to fundraise offline then, within a few days, you will be contacted by our Community Fundraising team to confirm your registration, approve your fundraiser and provide support or guidance with your fundraiser. Once approved you will be issued an Authority to Fundraise by Australia for UNHCR.

What support will I receive from Australia for UNHCR?

Our Community Fundraising team will be there to support you every step of the way with your fundraising. We will be there from the point of registration right through to the completion of your event.

What else do I need to do before getting started?

Before setting off on your community fundraising journey, please ensure you have read through and understand Australia for UNHCR's Community Fundraising terms and conditions. It is your responsibility to ensure that you have read and understood the terms and conditions.

Once you sign up

Where can I get fundraising tips and ideas?

We have plenty of tips and tricks that can be provided to help you, and our Community Fundraising team will be able to assist with some other ideas too. [Please check out online fundraising toolkit for some tips here](#) or get in touch and we can support you with as much help as you need for your fundraising.

How do I ask people for donations?

[You can check out some templates in our toolkit](#) and our team can provide you with further information and help on how to approach people for donations. Our Community Fundraising team can also review any materials you want to send out as well and offer their guidance and support.

Can I use the Australia for UNHCR logo for my promotional material?

Once you have registered, we can discuss how you plan to use our logo. If the use is approved, we will provide you with our, “Fundraising to support Australia for UNHCR” logo for use on promotional materials. Please note, anything that uses this logo needs to come through to our Community Fundraising team for a final review to ensure it is used correctly before it is shared publicly.

Can someone from Australia for UNHCR attend my event?

Our fundraising team is based in Sydney, so this isn't always possible with events all around Australia. We will do our best to accommodate requests for someone to attend your event. However please understand we are unable to fulfil all requests (as much as we would love to!) You can discuss your requirements with our Community Fundraising team.

Donations

How do I bank the funds after my fundraising activity?

We will provide you with the information on how to bank the funds from your Community Fundraising activity. For those funds that are raised via your online fundraising page, they come straight through to Australia for UNHCR's bank account so you don't need to worry about them.

How can someone sponsor me by credit card?

They can make a donation via your online fundraising page with their credit card, and your page will be automatically be updated with their donation. They will receive a receipt via email.

How can I provide receipts to my donors who donate offline?

For donors to receive receipts, you simply need to fill in their details in the form provided by our Community Fundraising team. Once your fundraiser is over, please send that form back to us and we will send receipts directly to your donors. You can ask our Community Fundraising team for that form anytime.

Policies and legal stuff

Do I have public liability insurance for my event?

Australia for UNHCR cannot provide public liability insurance for fundraising events organised by a third-party. We recommend that you should consider appropriate insurance to cover your fundraising initiative to protect property, participants and the public.

What regulations do I need to consider?

It is up to you to meet the requirements of relevant State and/or Territory laws and regulations, and to obtain any permits and licences (i.e. for a raffle or competition) that may be required. Australia for UNHCR does not provide legal advice regarding compliance with these laws and regulations. A link to relevant State and/or Territory regulations is provided [here](#).

I still have more questions!

We are here to help you with as many questions as you need answered. Please feel free to get in touch with our Community Fundraising team on 1300 361 288 or email community@unrefugees.org.au and we can help you.

Thanks for your support.