
Site Management Agreement between the PFRA and **Insert Name Council**

1.0 Purpose

The purpose of this voluntary Site Management Agreement (SMA) is to facilitate face to face fundraising in **insert name** and provide balance between the duty of a charity to fundraise and the rights of the public to go about their business without the impression of undue inconvenience. To be clear: this document does not constitute a legal contract.

Once this agreement is in place it should minimise the administration responsibilities for the council. It provides just one channel for information and support regarding face to face fundraisers – as nominated ‘gatekeepers’ only have to deal with one organisation, the PFRA, instead of dealing with each individual charity and fundraising organisation separately.

2.0 Statement of Conformity

All fundraisers will abide at all times by:

- i) All applicable state or territory legislation and regulations
- ii) All applicable local Council or bye-laws
- iii) PFRA Standard and Rule Book

3.0 Access Details

3.1 Available Fundraising Locations

Sites may be used as follows, as shown in the map at Appendix 1:

High St:

Pedestrianised area of High St between X St and Y St

Capacity: maximum of 4 fundraisers

Frequency: Tuesdays, Thursdays and Saturdays

Street Two:

Between X Rd and Y Rd

Capacity: maximum of 4 fundraisers

Frequency: Mondays, Wednesdays, and Fridays

Street Three:

This area is a contingency site, only to be used in exceptional circumstances, with prior consent, for example, if one of the usual sites is unavailable for some reason.

3.2 Fundraising Location Rules

- i) Where fundraisers are found to be working outside of the agreed locations, they must comply with requests made by Local Authority Officials and reposition themselves correctly or as directed on-site.
- ii) Only one charity will be present on any one site on any one day.
- iii) Fundraising will only be permitted between the hours of 9am and 7pm, unless otherwise specified.
- iv) Exclusion Dates etc. are to be announced by the Council (e.g. specific event days) and must be pre-booked as part of the PFRA Rostering System.

3.3 Other Conditions

Fundraisers must offer an adequate 'comfort zone' to those people in a public space who do not wish to engage. In addition to this, it is desirable that a minimum footway channel of 1 metre be maintained between fundraisers and the kerb/shop frontage where it is reasonable to do so. Fundraisers will not fundraise in any of the following areas: [e.g. [Town Centre Promotional Event Spaces \(Appendix x\)](#), [Big Issue Vendor sites \(Appendix y\)](#)].

4.0 Information Required

4.1 Nominated Gatekeeper

The nominated gatekeeper for [insert name](#) Council is [insert contact](#) and his/her contact details are [insert](#). In his/her absence all enquiries should be made to [secondary email](#) or [secondary telephone number](#).

4.2 Rostering

- i) The PFRA will maintain and manage the diary schedule. Diary/schedule information will include: contact details for the agency (if applicable); and charity being fundraised for.
- ii) Copies of the diary are to be made available to:

[\[Example
Name, Licensing Manager, Insert Name Council
email:](#)

[Name, Licensing Officer, Insert Name Council
email:](#)
- iii) These contact details shall be updated as and when necessary.

4.3 Transition and continuity

If the nominated gatekeeper moves on or responsibilities otherwise change, the gatekeeper will inform his/her successor of the details of this agreement, the relationship with the PFRA, arrangements for the regulation of face-to-face fundraising, and provide the PFRA with the successor's contact details.

4.4 Complaint Management

The PFRA will respond to and seek to resolve all complaints received, and issue penalties where this agreement or any PFRA rules have been breached. The Council will provide real-time notification of any complaints it wishes to resolve immediately, and provide sufficient detail for any retrospective complaints to be investigated.

Where the collection agencies or the charities themselves receive complaints it is expected that they will provide information to the PFRA including information about the identity of any individual collector who is subject of a complaint and of the action taken (if any).

5.0 Working Together

- i) [Insert name](#) Council agrees to work with the PFRA to raise awareness regarding this site management scheme, including explaining what face to face fundraising is, the PFRA and the PFRA Standard.
- ii) The PFRA monitors member organisations through a programme of random spot-checks, responding to complaints, and other mechanisms, to ensure fundraisers adhere to the Standard, the PFRA Rules, and Site Management Agreements.
- iii) This SMA will be reviewed six months after it is signed, and then once every 12 months, if necessary, or earlier if there is just cause to do so. All amendments will be agreed in writing before becoming effective. Either party can withdraw from this agreement, giving three months' notice in writing.
- iv) Depending on when this agreement is signed, there will be a lead-time of up to eight weeks before the agreement can be fully implemented.

Signed For and On Behalf Of PFRA:

Date:

Signed For and On Behalf Of [Insert Council](#):

Print name:

Job title:

Dated:

Appendix 1

Plan showing the area(s) where fundraising is to be permitted:

[insert map]