

Fundraiser Rules

Rule	Section 1: <i>Legislation, Regulation and Other Standards</i>	L1	L2	L3	Contingent
1.1	When conducting fundraising activities, members and all fundraisers must comply with: <ul style="list-style-type: none"> a) All current fundraising legislation and regulations; b) The permit requirements included in any location specific permit to conduct fundraising; c) Any rules that the PFRA may issue; and d) All local, state and commonwealth laws and regulations. 				

Rule	Section 2: <i>Public and Fundraiser Safety</i>	L1	L2	L3	Contingent
2.1	Fundraisers must not operate in a way that creates any risks to public safety or their own safety.				
2.2	Fundraisers must not cause members of the public to enter the road to avoid them.				
2.3	Fundraising locations must be selected to ensure that there is maximum space between the fundraisers and the edge of a kerb, tram or rail track or other serious safety hazard.				
2.4	Door to door fundraisers must not enter a private dwelling.				

Rule	Section 3: <i>Regulations and Disclosure</i>	L1	L2	L3	Contingent
3.1	As a minimum requirement, fundraisers must provide donors with a written disclosure informing them that they are a paid professional fundraiser; the name of the company for whom they work (where applicable); and how that organisation is remunerated by the charity (where applicable). This disclosure must be shown to the donor before completion of a sign-up form and also provided in a format that the donor can retain as a permanent record. Where further disclosures are required by state governments, these must be followed in addition to the above minimum requirement. It is the responsibility of each member to ensure all disclosure statements are both legally compliant and meet the PFRA Standard.				
3.2	Fundraisers must dress smartly and tidily; and street fundraisers must be clearly identifiable as charity representatives through use of charity-branded clothing.				

3.3	Fundraisers must always wear the prescribed identification badge and have this clearly visible to the public on their torso while working. Unless contradicted by legislation or permit conditions, this badge must contain at least: <ul style="list-style-type: none"> i) A recent photo of the fundraiser; ii) Fundraiser name; iii) Charity name and logo; iv) The words “Paid Collector” displayed prominently; v) Charity contact information; vi) For supplier members’ fundraisers: the supplier member’s name; and vii) The PFRA member logo; and viii) A valid expiry date no longer than a year from issue. 				
3.4	Fundraisers must immediately follow any lawful and reasonable direction given to them by legitimate authority holders, including (but not limited to): officers of the relevant local or state authority, police officers and shopping centre management.				
3.5	Fundraisers must immediately follow any lawful and reasonable direction given to them by authorised representatives of the PFRA, such directions being consistent with the principles of this Standard and the purpose of the PFRA.				
3.6	Fundraisers working in a location that requires a specific permit must have a copy of that permit with them in some form, at all times while working.				

Rule	Section 4: Behaviour	L1	L2	L3	Contingent
4.1	Fundraisers must always use positive, respectful and polite verbal and body language.				
4.2	Fundraisers must not mislead or deceive a member of the public, or use false or inaccurate information when attempting to obtain a donation.				
4.3	Fundraisers must not bring fundraising into disrepute while working, or at any other time while identifiable as representatives of a charity, by such behaviour as (but not limited to): <ul style="list-style-type: none"> i) Smoking and/or drinking alcohol; ii) Being inappropriately or unprofessionally dressed; iii) Taking or being under the influence of illegal drugs; iv) Lewd, unprofessional, inappropriate or aggressive behaviour; v) Exploiting their position for personal gain (for example soliciting a job offer, making sexual advances or seeking a discount on a good or service). 				
4.4	Fundraisers must not engage in any dishonest, deceptive or fraudulent activity in relation to obtaining, recording or in any way using, the personal or financial details of a member of the public.				
4.5	Fundraisers should not approach members of the public in groups of more than one fundraiser. Where necessary however, a trainer, coach or team leader can assist in conversation with a member of the public.				

4.6	Fundraisers must not behave in a way that might be reasonably interpreted as forcing a member of the public to enter a conversation against their will.		Yellow		
4.7	Fundraisers must not initiate physical contact with a member of the public but may reciprocate appropriately.		Yellow		
4.8	Fundraisers must not block the public right of way or move to obstruct a member of the public.		Yellow		
4.9	Fundraisers must immediately end a conversation with a member of the public as soon as they are requested to do so.		Yellow		
4.10	Fundraisers must not attempt to follow or comment to a member of the public once a conversation has ended or if a member of the public has declined to start a conversation.		Yellow		
4.11	Fundraisers must not approach a member of the public who could reasonably appear to be vulnerable or unable to provide informed consent to donate.			Red	
4.12	If a fundraiser becomes aware that the person they are talking to is vulnerable, or unable to provide informed consent to donate, they must politely terminate the conversation at the earliest possible opportunity.			Red	
4.13	Fundraisers must not approach a member of the public who has, to the fundraiser’s knowledge, recently been approached by another face-to-face fundraiser from their own or another organisation.	Green			
4.14	Where there is a disagreement between fundraisers relating to a fundraising location, or any other matter, this must be resolved politely & professionally. If an agreement can’t be reached, the disagreement must be resolved by using the relevant PFRA procedure.	Green			
4.15	In the event of a disagreement between fundraisers that is referred to the PFRA for resolution, fundraisers must immediately comply with the directions of the PFRA.		Yellow		
4.16	Fundraisers must not approach other fundraisers during the course of their fundraising with the intention of disrupting their work in any way; this includes seeking to recruit them to work for another fundraising organisation.				Purple
4.17	Fundraisers must notify their Team Leader or Manager within 24 hours of any complaint or incident alleging a breach of this Standard or otherwise likely to bring face to face fundraising in disrepute.				Purple
4.18	Unless specified or contradicted by legislation, regulations, permits or licences, fundraisers must not work outside the following hours: Street Fundraising - Monday to Sunday 8 am to 8 pm - Christmas Day and Good Friday – no fundraising Door-to-Door (D2D) Fundraising - Monday to Friday 10am to 8 pm - Weekends and Public Holidays 10am to 6pm unless by appointment - Christmas Day and Good Friday – no fundraising			Red	
4.19	Fundraisers must not approach patrons in the outdoor seating area of a commercial business, members of the public who are seated, or otherwise at rest.		Yellow		

Member Rules

Rule	(Responsibility of Organisational Members to Uphold)	L1	L2	L3	Contingent
1	Training and Understanding – Members must ensure that all fundraisers and persons involved in their F2F fundraising operations understand, and have received training on, this Standard.				
2	Health & Safety – Members must comply with the relevant Workplace Health and Safety Laws in the applicable jurisdiction(s).				
3	Ensuring Safety – Members must take all reasonable steps to ensure the safety of fundraisers and the public.				
4	D2D Fundraiser Safety – Members must ensure that door-to-door fundraisers: a) Have a mapped walk for the day that has been communicated to and understood by them and their immediate supervisor; b) Have a safety plan in place; c) When operating singly, ensure fundraisers make contact with their immediate supervisor at least every sixty minutes.				
5	Site Planning - Members must take reasonable steps to ensure that the number of fundraisers at a location is consistent with the available space at the location.				
6	Fundraising “no-go” zones – Members must not allow fundraisers to work in PFRA-identified “no-go” zones.				
7	Fundraising in “sensitive” locations – Members must not allow fundraisers to work in an area designated by the PFRA as “sensitive” without the required permit or without complying with specific instructions relevant to that area.				
8	Residential Address Flags List – Members must ensure that door-to-door fundraisers do not visit any properties provided on the PFRA Residential Address Flags list.				
9	Failing to provide information to the PFRA – Members must provide information promptly when requested if needed to allow the PFRA to carry out compliance or quality assurance.				
10	Failing to comply with PFRA locations notifications – Members must comply with specific PFRA locations notifications.				
11	Facilitating QA Checks – Members must facilitate a QA check at least once every six months.				
12	Providing false information to the PFRA – Members must not deliberately and knowingly provide false information to the PFRA.				
13	Written Notifications – Charity members must ensure that new donors receive a written notification, which summarises the terms of their agreement and includes the PFRA’s logo and web address.				