

PFRA Training and Guidance

The Public Fundraising Regulatory Association's (PFRA) guidance and training helps your agency deliver professional, compliant face-to-face fundraising that meets the standards your charity clients expect. Our resources support your internal processes, clarify legal obligations and strengthen your ability to provide high-quality fundraising that reinforces your reputation and client confidence.

How to Guides

PFRA Guides provide clear, practical information to support safe and compliant face-to-face fundraising, helping your agency to:

- Understand key legal and regulatory requirements.
- Apply consistent, compliant processes across your teams.
- Develop clear policies that support strong, compliant operations.
- Reinforce client confidence in your delivery and fundraiser compliance.

The guides cover areas such as fundraiser safety, location planning, ACL, vulnerable people interactions, fraud prevention, media engagement, workplace law and state/territory requirements.

Member Training

Organisational Training

We deliver organisational training informed by member needs and areas we identify as benefiting from additional support, helping your agency strengthen compliance systems and understand key legal obligations. Training covers a wide range of topics, including workplace law, privacy and Australian Consumer Law (ACL), supporting safer, high-standard fundraising practice.

Fundraiser Compliance Training

PFRA induction training on expected behaviours, the PFRA Standard and key compliance requirements gives your agency and charity clients confidence that all new fundraisers are trained to consistent, high PFRA expectations, with further training available to support ongoing development.

PFRA Symposium

The PFRA Symposium brings together charities, agencies and sector stakeholders to explore compliance, best practice, emerging risks and sector trends. It's an opportunity for your organisation stay informed, strengthen professional standards and support the long-term sustainability of face-to-face fundraising.

PFRA Member Benefits

- Confidence that fundraisers are trained to recognised PFRA standards.
- Clear guidance to support compliant, consistent and values-aligned fundraising
- Stronger internal systems to manage operational and regulatory risk.
- Demonstrable commitment to high-standard fundraising that strengthens client trust.