



Guidelines for using the 'Shout for Good' platform to fundraise for your CRSA program group

Introduction

Using the 'Shout for Good' platform to raise funds for your group to participate in a CRSA-led program is a convenient way to collect your group's public donations in one place and enables your Australian-based donors to make donations that are tax deductible in Australia even if your group is not incorporated or is not a registered charity. People who donate through this platform will be instantly issued with a tax deductible receipt (for donations of more than \$2) and groups won't be charged processing fees for these transactions. Once your group reaches its stated fundraising target, it will be eligible to receive a grant of the same amount from CRSA to support its participation in CRSA's community-led settlement programs.

Background - tax deductible fundraising via CRSA

CRSA is a registered charity with deductible gift recipient status ('DGR' status').¹ It runs programs that enable local groups of everyday Australians to provide various forms of support to refugee newcomers. CRSA's main role is to mobilise, screen, train and support these groups, who it pairs with refugee households. These local groups are self-directed and self-governing in their day to day work, and exist independently of CRSA.

The work of these local groups under CRSA's programs falls within the charitable objectives outlined in CRSA's constitution. As such CRSA is willing to support the fundraising efforts of these groups by allowing them to fundraise on behalf of CRSA and then make grants back to the local groups to support their work under CRSA-led programs. CRSA has established itself as a charity on the 'Shout for Good' platform to facilitate this. When local groups raise funds in this way, CRSA needs to ensure that when funds are later directed by CRSA back to the local group by way of a grant, the grant will be used in a manner consistent with CRSA's charitable objectives (which are extracted in Annexure A).

Documentation package

Please read this note and refer to the following documents if you decide to proceed in setting up a fundraising page on the Shout for Good platform for CRSA:

- Guidelines for using the 'Shout for Good' platform (this document)
- CRSA's Charitable Objects (Annexure A)
- 'Shout for Good' Setup Instructions (Annexure B)
- Grants Policy and Terms & Conditions (Annexure C)

Setting your group's fundraising page target

When CRSA program groups raise money on behalf of CRSA through the 'Shout for Good' fundraising platform, CRSA requires a minimum target of \$1,000 to be met per each fundraising page for the funds to be granted back to the group. CRSA also requires a ceiling amount of \$25,000 per

¹ CRSA's charity subtype is: 'Public benevolent institution' and 'Advancing social or public welfare'.



fundraising page in line with CRSA's Grants Policy. When setting a target, CRSA recommends that CRISP groups use the 'Proposed Budget Template' and 'Sample Budgets for Current CSGs' in the [CRISP Application Guidebook](#) to get a sense of what their fundraising target should be.

Setting your group's fundraising page start and end dates

CRSA recommends planning ahead and setting a fundraising start and end date based on how long you think you will need to hit your target amount, and at what point you will need the funds in your group's account if you do proceed with sponsoring or mentoring. CRSA will not pay out funds raised via a group fundraising page until the fundraiser has 'ended.' Funds raised for CRSA via the Shout for Good platform are remitted on a bi-monthly basis. To reduce administrative burden, CRSA will only release funds as a grant as a once off lump sum per fundraising page (provided the group qualifies to receive the grant under CRSA's Grants Policy).

Setting up multiple fundraising pages

Groups may only set up one fundraising page per family they are providing support to.

If the same program group provides support to more than one family they are permitted to set up an additional fundraising page that enables money to be granted back to them by CRSA for another family. The same minimum and maximum page amounts apply.

CRSA asks that the program group notifies the relevant program team at CRSA, before proceeding to set up any additional fundraising pages.

Release of funds to groups

Scenario 1: Group reaches its fundraising target

Scenario 1A: Group proceeds with supporting a refugee household through one of CRSA's programs

The funds are paid out as a one off lump sum after the fundraiser page has closed. CRSA will also require the group to sign and return a copy of CRSA's 'Grant Terms and Conditions' and issue CRSA with an invoice for the total amount raised via the fundraising page throughout the period of the fundraiser.

Groups will also be required to submit a 'Statement of Funds' (template to be provided on release of funds) within 30 days of the end of the formal program period, usually 12 months from date of arrival of the refugee household the group is providing support to.

Scenario 1B: Group does not proceed to supporting a refugee household through one of CRSA's programs

CRSA will retain the funds and add them to the general sponsorship fund, which is used to fund program groups sponsoring a refugee household and who have applied directly to CRSA for seed funding. Currently, seed funding applications are open to group's who participated in CRSA's Group Mentorship Pilot Program (2020).

Scenario 2: Group reaches CRSA's minimum grant amount (\$1,000) but not its own fundraising target

In this event, your group can request that CRSA makes a grant to your group of the amount that you have raised provided that your group is proceeding to support a refugee household through one of CRSA's programs (as per Scenario 1A). If your group is not proceeding, then the funds will go to CRSA's general sponsorship fund (as per Scenario 1B)



Scenario 3: Group does not hit the minimum required amount (\$1000)

The funds from the group's fundraising page for CRSA will be added to CRSA's general sponsorship fund, which is used to fund program groups sponsoring a refugee household and who have applied directly to CRSA for funding.

Please keep in mind that you can always extend the end date of your fundraising page in order to give your group more time to raise enough funds to reach your minimum target.



CRSA's Charitable Objects (extract from Constitution)

1. Object

The **company's** object is to pursue the following charitable purpose(s):

- (a) to promote and support the successful settlement, empowerment, self-reliance and capacity of refugees, people who seek asylum or international protection, or people who have become displaced persons, their families or dependents residing in Australia;
- (b) to provide benevolent relief of the poverty, destitution, misfortune and disadvantage experienced by refugees, people who seek asylum or international protection, or people who have become displaced persons, their families or dependents who are in need (the **beneficiaries**). This will be achieved in particular through, but not exclusively by:
 - i. working collaboratively with and providing support to community groups, individuals, charities, businesses, the public sector and other organisations in such a way that needs of the beneficiaries can be better met, and
 - ii. supporting the beneficiaries with their education and training, developing their capacities, assisting them with adapting to a new community and protecting and preserving their health, and
- (c) to promote social inclusion for the public benefit among refugees, people who seek asylum or international protection, or people who have become displaced persons, their families or dependents who are socially excluded or facing social exclusion, by providing:
 - i. assistance and support to help them to adapt to, and settle in, their new community,
 - ii. information, support, advice and guidance, and
 - iii. education to the wider public about the issues facing refugees, people who seek asylum or international protection, or people who have become displaced persons, their families or dependents, and
- (d) the promotion of equality and diversity for the public benefit by educating the general public on issues affecting refugees, people who seek asylum or international protection, or people who have become displaced persons and fostering understanding and engagement between people of diverse backgrounds.

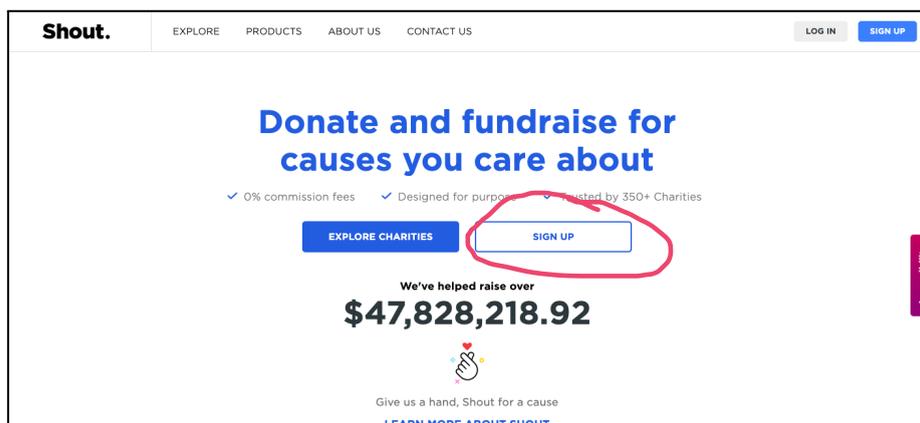


Signing up for a 'donor' account with 'Shout for Good'

Signing up for a 'donor' account on the 'Shout for Good' platform will allow your CRSA program group to set up a fundraising page.

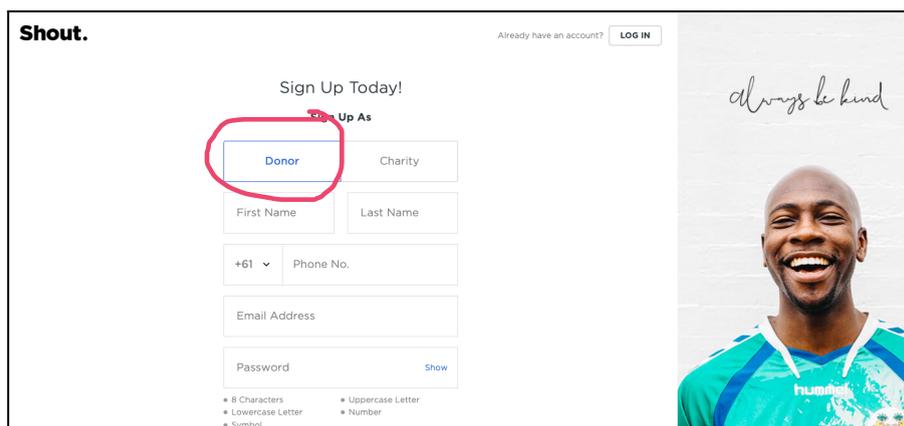
Step 1:

Go to <https://shoutforgood.com/> and click on the 'Sign Up' button



Step 2:

Enter your details to sign up as a 'Donor.' We recommend that the Group Coordinator uses their details to sign up. Everyone in the group will be able to share the fundraising page link with their networks.

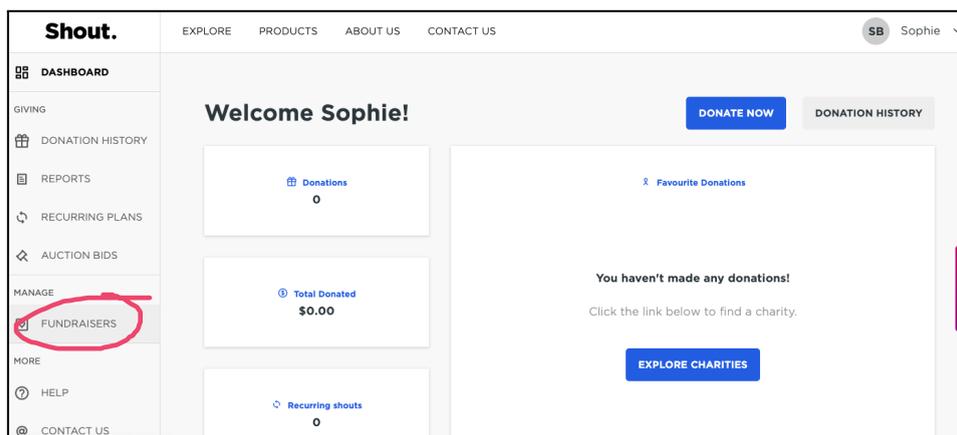




Creating a fundraiser in your 'Shout for Good' account

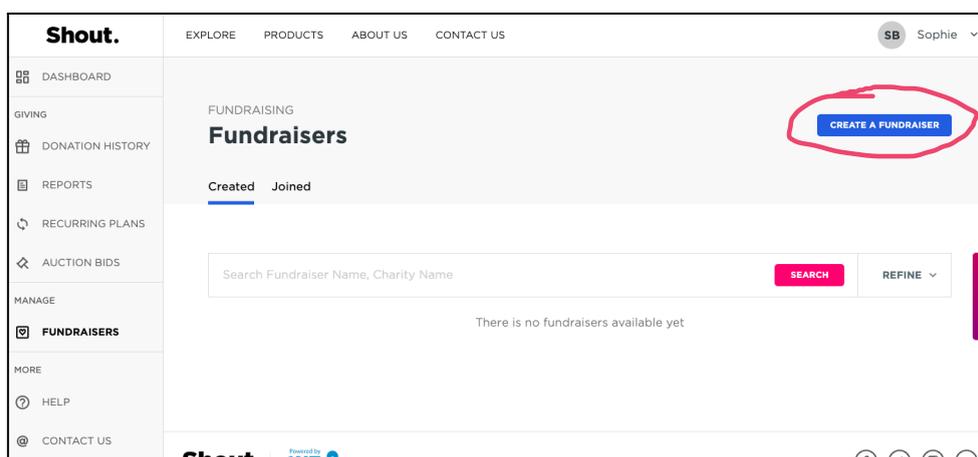
Step 1:

Once you've logged in, click on the 'Fundraisers' tab on the left hand side of your dashboard



Step 2:

In the 'Fundraisers' tab click on the 'Create a Fundraiser' button





Step 3:

On **page 1** of the 'Create a Fundraiser' form enter the relevant details outlined below:

A screenshot of the 'Shout.' website's 'Fundraiser overview' form. The page has a navigation bar with steps 1-6, where step 1 is active. The form is titled 'CREATE FUNDRAISER Fundraiser overview'. Under the 'Overview' section, there is a toggle switch for 'Activate this fundraiser' which is turned on (blue). Below that is the 'Live date' section with the instruction 'When would you like this fundraiser to be displayed on the Shout website? Please leave "End date" blank if it is an ongoing fundraiser'. There are input fields for 'Start date' and 'End date'.

- 'Activate this fundraiser' toggled to blue if you are ready for the fundraiser to be active
- Enter a 'Start date' and an 'End date' for your group's fundraiser. Keep in mind that CRSA will not release funds until your fundraiser has ended.

A screenshot of the 'Shout.' website's 'Fundraising goal' form. The page has a navigation bar with steps 1-6, where step 1 is active. The form is titled 'Charity name' and 'Fundraiser name'. Under 'Charity name', a dropdown menu is open showing 'Community Refugee Sponsorship Australia'. Under 'Fundraiser name', a text input field contains 'Example Sponsorship Group'. Below that is the 'Total raised' section with a toggle switch for 'Do you want the total raised to be visible on your fundraiser page?' which is turned on (blue). Under 'Fundraising goal (optional)', there is a toggle switch for 'Do you want the fundraising goal to be visible on your fundraiser page?' which is turned on (blue). At the bottom, there is a text input field for 'Fundraising goal' containing '\$5000'.

- For 'Charity Name' select Community Refugee Sponsorship Australia from the dropdown menu
- Enter your 'Fundraiser name'. We suggest using the name of your CSG or mentor group
- Under 'Total raised' toggle the button on (so it turns blue) if you would like the total raised to be visible on your fundraiser page
- Under 'Fundraising goal' toggle the button on (so it turns blue) if you would like your fundraising goal to be visible on your fundraising page.



- Enter the 'Fundraiser URL address' using something that makes sense for your group e.g.shoutforgoof.com/fundraisers/**examplegroup**
- Please leave the 'Fundraiser date and location' section blank. In the interests of simplicity CRSA asks that your group doesn't add a 'Fundraiser date and location' as the purpose of using Shout for Good is to enable fundraising through a fundraising page over several weeks or a few months.
- Toggle the button under the 'Dedication section' on (button will turn blue) if your group would like to allow donors to dedicate their donation.
- Please leave the 'Recurring donations' option switched off (button will stay grey)

- In the 'Custom text' field under the heading 'Email Receipt,' enter a thank you message that will appear on your donors receipt.
- In the 'Terms and conditions' field please enter the following:

“Your donation will be used by [name of your program group] to support the settlement and integration of a refugee household in Australia under a program run by Community Refugee Sponsorship Australia. In the event that our group does not meet its fundraising target or for some other reason is unable to participate in the CRSA program as intended, your donation will be



directed to another program group participating in a CRSA program or be used to fund the general work of Community Refugee Sponsorship Australia which mobilises groups of everyday Australians to welcome and support refugee newcomers.'

- When you have completed page one of the form click the blue 'Continue' button.

Step 4:

On page 2 of the 'Create a Fundraiser' form enter the details outlined below:

A screenshot of the 'Shout.' website's 'CREATE FUNDRAISER' form, specifically the 'Fundraiser privacy' section. The page has a progress indicator at the top with steps 1 through 6, where step 2 is highlighted. The 'Privacy' section asks the user to 'Choose who can view your fundraiser.' There are two radio button options: 'Public' (selected) with the description 'Anyone can view your fundraiser on the Shout website.' and 'Private' with the description 'Only people with a shared link can view your fundraiser.' An 'Exit' button is in the top right corner, and a vertical 'Accessibility' label is on the right side.

- Under 'Privacy' we recommend selecting the 'Public' option so that anyone can view your fundraiser on the Shout for Good website (including on Community Refugee Sponsorship Australia's Shout for Good charity profile page).

A screenshot of the 'Peer to peer fundraising' section of the form. It features a heading 'Peer to peer fundraising' and a sub-heading 'This allows organisations, teams or individuals to join your fundraiser.' Below this is a toggle switch for 'Enable peer to peer fundraising', which is currently turned off. At the bottom of the section are two buttons: a grey 'BACK' button and a blue 'CONTINUE' button.

- Ensure that the button under the 'Peer to peer fundraising' heading is switched off
- Click the blue 'Continue' button



Step 5:

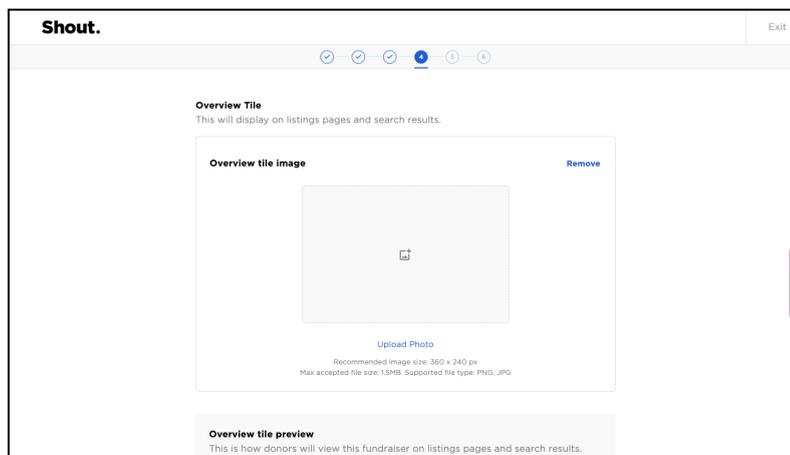
On **page 3** of the 'Create a Fundraiser' form enter the details outlined below:

A screenshot of the 'Shout' web application interface. The page is titled 'Fundraiser details' and is part of a 'CREATE FUNDRAISER' process. It features a 'Fundraiser Heading (optional)' text input field with a character limit of 120. Below this is a rich text editor for the 'Fundraiser Description'. The page includes a 'BACK' button and a 'CONTINUE' button. A vertical 'Accessibility' banner is visible on the right side.

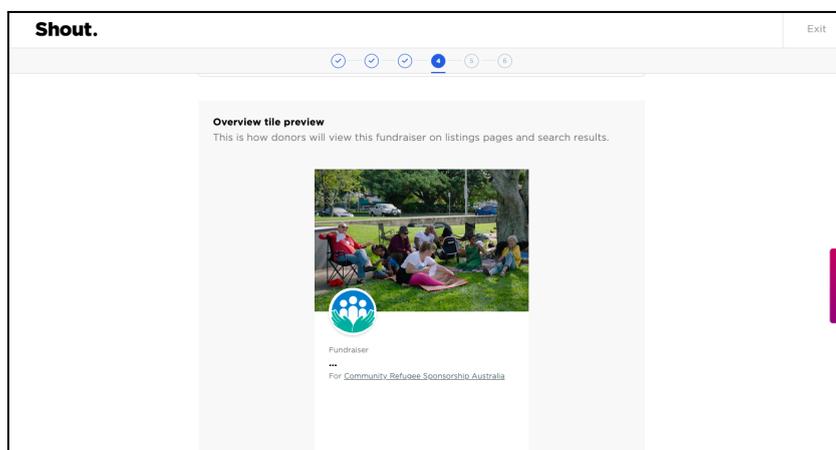
- Under 'Fundraiser Heading' enter a subtitle or blurb for your fundraiser
- Under 'Tell us about the fundraiser' enter text explaining your group's involvement in the CRISP and the sorts of activities the funds will be used for in supporting your refugee household in addition to any other details you would like to include

A screenshot of the 'Shout' web application interface, specifically the 'Fundraiser images' section. It shows a 'Fundraising logo (optional)' area with a 'Remove' button and an 'Upload Photo' button. Below this is a 'Media Carousel (optional)' section with 'Add in video or more images here.' and two buttons: '+ ADD PHOTO' and '+ ADD VIDEO'. The '+ ADD PHOTO' and '+ ADD VIDEO' buttons are circled in red. A vertical 'Accessibility' banner is visible on the right side.

- Leave the 'Fundraising logo' blank. CRSA's logo will automatically appear when the page is live
- If you'd like to add photos or video in the 'Media Carousel' section of the fundraising page, click 'add photo' or 'add video' and follow the prompts



- In the 'Overview tile image' we recommend including a group photo. Remember to get permission to share this image online from all in the photo. To upload click on the blue 'upload photo' text. The recommended image size is 360 x 240 px.

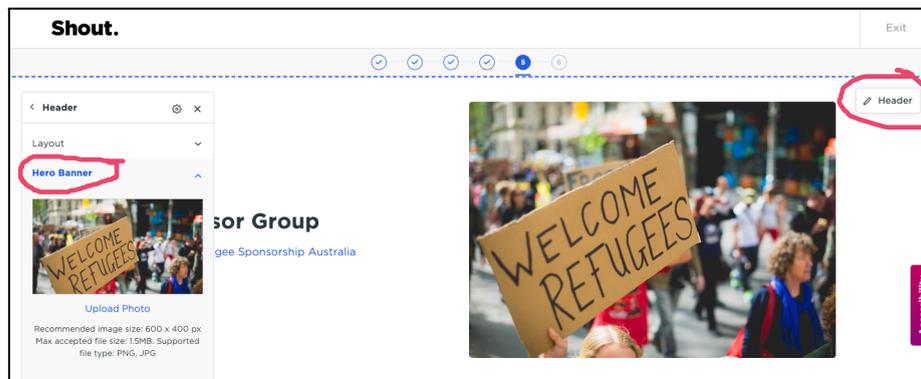


- Check you're happy with how the 'Overview tile preview' is displaying and then click 'Continue'



Step 6:

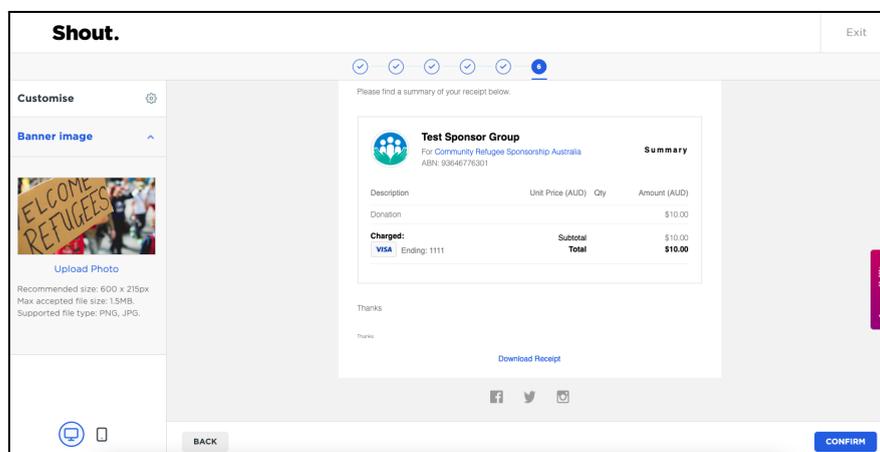
On page 4 of the 'Create a Fundraiser' form check you're happy with the way your fundraiser is displayed.



- You can upload a 'Hero Banner' image by clicking on the 'Header' edit pencil in the top right corner and uploading an image to the 'Hero Banner' dropdown option that pops up on the left hand side of the screen.

Step 7:

On page 5 of the 'Create a Fundraiser' form you can preview the thank you page, thank you email and tax deductible receipt your donors will see and receive after making a donation.



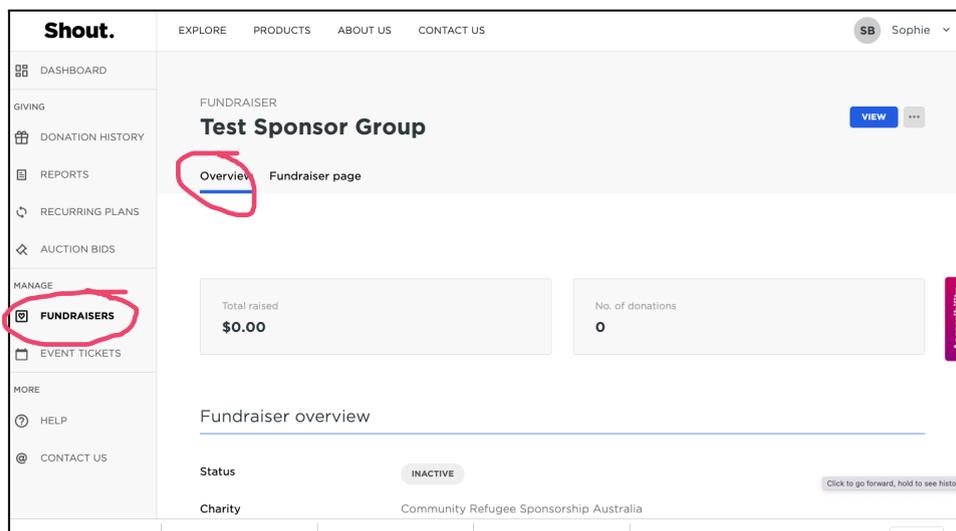
- You can customise the thank you page and email by uploading a 'Banner image' in the customise column on the left hand side of the page. The recommended 'Banner image' size is 600 x 215 pixels.
- Once you are happy with your fundraiser press the blue 'Confirm' button at the bottom of the page.

Congratulations! Your fundraiser is ready to go!

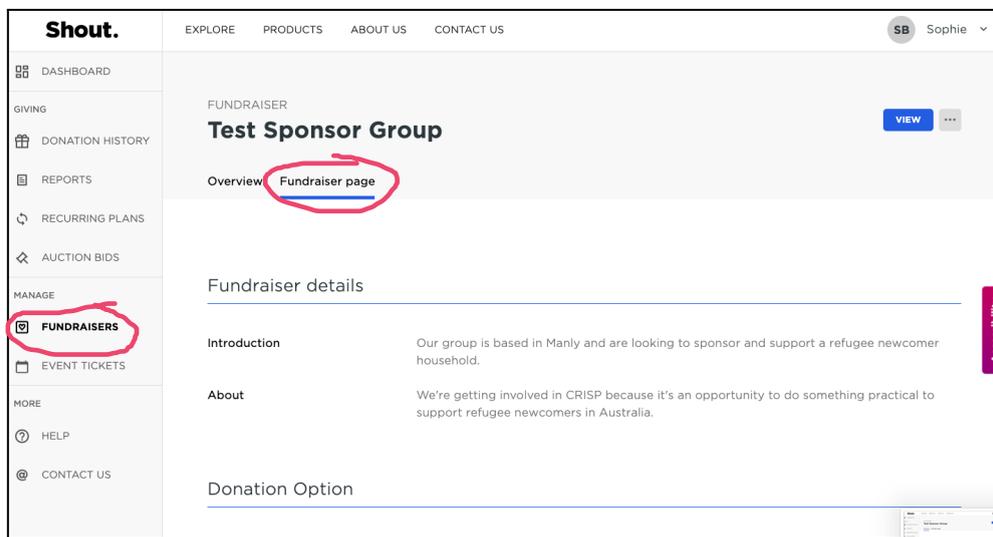


Managing your fundraiser through the 'Shout for Good' portal

To manage your fundraiser page, click on the 'Fundraisers' tab on the left hand side of your 'Shout for good' account dashboard.



- Click on the 'Overview' tab in the menu to view the total amount your fundraiser has raised, how many donations have been made and any other activity on your fundraiser page.



- Click on the 'Fundraiser page' tab in the menu to edit text or design elements on your fundraiser page.



Troubleshooting and Support

If you have any questions about your fundraiser page on the 'Shout for Good' platform please:

- Check out their Frequently Asked Questions page at: <https://shoutforgood.com/faqs> or
- Contact them at: <https://shoutforgood.com/contact>

If you have any questions regarding the release of funds by CRSA to groups raising money via the 'Shout for Good' platform please:

- Refer to CRSA's 'Guidelines for using the 'Shout for Good' platform'
- If your questions are not addressed by the materials mentioned above, please contact CRSA directly by emailing info@refugeesponsorship.org.au.



Grants Policy

Overview

This policy will guide the circumstances in which CRSA makes grants of funds to community groups involved in its programs including:

- 'seed funding' or other grants that draw on CRSA's general income or donations
- grants to groups who have fundraised in CRSA's name

The general objective is to ensure that when CRSA makes a grant to any group or organisation, we have reasonable assurances that the grant will be used in a manner consistent with CRSA's charitable objectives (which are extracted in the Appendix).

Board delegation

The board has resolved that the CEO shall have authority to make grants to individuals or community groups who have been confirmed as participants in one or more of CRSA's programs and that these grants shall not be for an amount more than \$25,000 for each 'sponsorship' (ie each commitment to sponsor or support one refugee newcomer family).

Any proposed grant falling outside of these parameters shall be referred to the board for consideration and approval.

Documentation

Grants shall only be made subject to the terms and conditions set out below and upon a grant being made, the grantee shall be notified of the need to provide:

- a table summarising by category of expense how the funds have been applied within one month of the relevant period of the grant (typically a 6 or 12 month period)
- a statement, signed by two members of the group, that the funds have been used to support the settlement of a refugee individual or family in Australia

CRSA shall also reserve the right to ask groups for documentary evidence of how funds were applied in the event that it wishes to do so.



Grant Terms and Conditions

The following terms and conditions apply in addition to any specific terms and conditions stipulated in the Grant Application documents.

1. The funds will not be sent by the group to any person or entity overseas without the express written permission of CRSA.
2. The group receiving the grant will:
 - a. Notify CRSA promptly of any material change in the circumstances of the group or its members that may affect their ability to accept, use or administer the seed funding as is intended and required.
 - b. Maintain records of how the granted funds were used and provide such records to CRSA at the end of the period during which the group supports a refugee household under the relevant program (in the form of the attached Statement, signed by two members of the group)..
 - c. Maintain adequate records to enable the use of the seed funding to be identified, reported on and checked readily and allow CRSA or its auditor to inspect such records related to the funding on giving reasonable notice to the group.
3. The group acknowledges that CRSA is not responsible for any liabilities that may arise associated with the granting of seed funding.
4. CRSA may set additional specific conditions or requirements on the granting or spending of grants if it is required to do so to comply with any contractual obligations, government requirements or to meet its obligations under the CRSA Constitution or the Corporations Act.
5. In the event that the group does not spend the entire amount of the grant in the manner intended by the grant, surplus funds will be returned to CRSA or handled in accordance with CRSA's directions.

Acceptance of Terms and Conditions

We agree to the above terms and conditions in connection with receipt of a grant from CRSA:

Name of Group Coordinator	Name of second group member (deputy or other)
Signature	Signature
Date:	Date: