

Fundraising Guidebook

For Community Supporter Groups



Community Refugee
Sponsorship Australia

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1. Who is this guidebook for?

This guidebook is for Community Supporter Groups (CSGs) involved in CRSA's Community Refugee Integration and Settlement Pilot (CRISP). As part of the Community Supporter Group's (CSG's) role in supporting refugee households throughout their first 12 months in Australia, funds will need to be raised by the group prior to the arrival of the household to support this work.

2. How much should my CSG aim to fundraise?

The financial commitment for CSGs will depend on a range of factors, including:

- The size and composition of the refugee household they're matched with
- Whether transit accommodation is required between arrival in Australia and final destination (mostly relevant for CSGs in regional areas)
- Whether the group can provide initial 'free' temporary accommodation
- Whether the CSG is able to source quality donations of new or second-hand household goods and appliances.

The quantum of the financial commitment can range from approximately \$5,000 to \$25,000, depending on the size and composition of the refugee household, and the amount of support that the group can provide drawing on 'in-kind' donations. Initial indications suggest that on average, groups are budgeting to raise around \$12,000 as most groups have been able to source some of the required resources as donations (e.g., donated temporary accommodation and/or household items).

When you prepare your group's application to be part of the program, you will be asked to provide a rough budget for your support of a refugee household, taking into account any free or donated resources that your group expects to have access to (e.g., free temporary housing or quality donated household goods). We suggest that you base this budget on the largest household that your group could feasibly support.

To develop an estimated settlement budget for your group, please see the budget template at the end of the [CRISP Application Guidebook](#), which contains our estimates and examples from current CSGs.

3. When should a Community Supporter Group start fundraising?

Before we can match you with a refugee household, we ask that you put together your settlement budget and raise 50% of the amount required to support the newcomers over the year.

On average, groups have been able to achieve this amount over **2 – 3 months** of fundraising. However, your group is expert in your community and may need more or less time depending on where you're up to with promoting your CSG's intention to welcome a refugee household to your community.

As you can imagine, it would be very disappointing for a refugee household to be matched with a group and anticipating travel to their location, only to learn that the group was not able to adequately support them. It's important that we only match refugee households with groups that are ready and able to provide the support they need.

4. Organisations that can support your CSG with Fundraising

Australian Neighbourhood Houses and Centres Association (ANHCA)

CRSA's primary fundraising partner is the Australian Neighbourhood Houses and Centres Association (ANHCA). Through CRSA's partnership with the ANHCA, CSGs can gain access to tax deductible gift receipts for their donors.

ANHCA manages a Public Fund for DGR and has been listed with DGR Item 1 status in Division 30, section 30 -45 of the Income Tax Assessment Act 1997. This ensures donations to the ANHCA Public Fund are tax deductible.

ANHCA is using the digital platform 'Shout for Good' which is backed by ANZ bank. This platform provides a simple vehicle for CSGs to raise money online. Please visit anhca.org/communityrefugeesponsorshipaustralia to read their Fundraising Guidelines and email jarrah@anhca.org to notify ANHCA of your intention to fundraise via Shout for Good before setting up your Shout for Good fundraising page.

Rural Australian for Refugees

Rural Australians for Refugees (RAR) can provide fundraising support to CSGs based in rural and regional areas.

To find a RAR group in your area search: <https://ruralaustraliansforrefugees.org.au/find-a-group>

Pride Foundation Australia

Pride Foundation Australia can provide fundraising support to CSGs in the LGBTQIA+ community.

To explore this option please contact info@pridefoundation.org.au.

5. Promoting your fundraiser

CRSA has created a [media and promotions toolkit](#) to help you get started with promoting your fundraiser online and in your local community.

There are many great resources available to support your group in promoting your fundraiser and reaching your target including:

- [Fundraising Blog](#) by the Fred Hollows Foundation
- [Promoting your Fundraiser](#) by Save the Children
- [Eventbrite All Access](#) by Eventbrite which has useful tips for promoting fundraising events.

6. Using respectful messaging when fundraising

Please ensure that your group **respects the privacy and dignity** of the refugees you support during any fundraising activities. While it may be tempting to include personal details about the people you plan to support, please do not share anything beyond very general information (for example, where they are from and the general family composition). A good way of thinking about this is to imagine how you'd feel if personal information about your family was being shared for fundraising purposes.

Please also **avoid using 'deficit' narratives**. The CRISP program is intended to build on the inherent strengths and capacity of refugees, who come from a wide range of backgrounds. As such we hope that in your fundraising you avoid contributing to a deficit narrative around refugees, who may have

faced difficult situations but bring a wealth of skills and positive attributes. Whilst groups may feel that it assists fundraising to focus on the past challenges of a refugee family, this approach lacks respect and should be avoided.

7. Managing donor expectations

Ensure the messaging you use when communicating with donors realistically manages any expectations they might have around how funds will be spent.

For example, instead of using specific language such as ‘we will use the funds to provide support to a refugee household for 12 months’ consider using more general language that allows for some flexibility such as ‘we will use the funds to provide support to a refugee household for up to 12 months’ or ‘we will use the funds to welcome a refugee household to our community.’

More general language will help to manage donor expectations in your community in the event that the period of support ends prior to the 12-month mark (e.g., a refugee household decides to relocate elsewhere in Australia within 12 months of their arrival).

8. Fundraising tools

Online fundraisers

Online fundraising is an increasingly popular way to raise funds. There are several fundraising sites that can be used, such as GoFundMe or Chuffed.org, and social media platforms that you can use to promote your fundraiser.

As mentioned above, ANHCA in partnership with CRSA is allowing groups to fundraise in the name of ANHCA for the CRISP program through ‘Shout for Good’, a digital platform backed by ANZ Bank.

If you wish to explore this option, please visit anhca.org/communityrefugeesponsorshipaustralia and email jarrah@anhca.org to notify ANHCA of your intention to fundraise on their behalf before setting up your Shout for Good fundraising page.

In-kind donations

In-kind donations from your local community are a great way to reduce costs when setting up accommodation, furnishings, and household needs for the refugee household you will be supporting. Online marketplaces such as freecycle.org, [Facebook Marketplace](https://www.facebook.com/marketplace) and [Gumtree](https://www.gumtree.com.au) are also an easy way to find free or affordable items.

Grants

If you are applying for a grant from your local council or a local club, it’s important to consider whether it has any terms and conditions that your group will need to be aware of and comply with. Complications could arise if the funds are tied to a specific region or Local Government Area or if they must be spent on a specific activity.

Potential donors in your local community

Local businesses, organisations, clubs, associations, faith groups, schools, universities, and individuals may be interested in supporting newly arrived refugees in their area but are unsure how to help. You can give them the opportunity by asking them to support your work by providing financial or in-kind donations.

Be prepared before approaching donors and carefully consider how you will handle offers of non-monetary support, such as in-kind donations or job opportunities for the refugee household you will be supporting. Consider being specific in your approach - if you require venue space, technical help or catering to support your fundraising efforts don't be afraid to ask.

Local fundraising events

Local fundraising events are another great way to connect with individuals, groups and organisations in your local community who might be interested in supporting your CSG's work. Raising awareness of your initiative through an event can also help to broaden the 'welcome' that refugee participants receive when they arrive.

Get creative about what type of fundraiser might work in your community.

Local fundraising events could include:

Used book sale	Garage sale
A fun run or walkathon	Neighbourhood street party
Outdoor movie night	Hosting a paint and sip class
Fundraising picnic or dinner	Fundraising concert
Pub trivia night	Fundraising comedy night
Barefoot bowls	Holiday gift wrapping or easter egg hunt
Sausage sizzle	Ten pin bowling night
Bake sale	



9. Group bank accounts

Funds raised by your group should be held in a bank account in the name of your Community Supporter Group.

The banks listed below do allow unincorporated groups to open accounts:

- **Beyond Bank** allows unincorporated groups to open an account. Further information can be found on their website, or by contacting the bank.
- **Bendigo Bank** allows unincorporated groups to open an account. Groups need to open an enquiry first before they can start an application for a group account.
- **Great Southern Bank** allows unincorporated groups to open an account, provided each individual member opens/creates a membership with the bank first.

More information on group bank accounts can be found in the [CRISP Application Guidebook](#)

Please note that the CRISP program team will accept funds held in a Shout for Good fundraiser on behalf of ANHCA as proof of funds.

10. Insurance for fundraising events

If a fundraising event is held by a group that has signed their settlement deed it may be covered by CRSA's umbrella insurance policies.

To confirm coverage groups should provide the below details to CRSA via info@refugeesponsorship.org.au to be shared with the insurers who will confirm coverage.

Details required include:

1. Name of program group
2. Date of event
3. Location of event
4. Name of program group
5. How many attendees will there be?
6. Ages of the attendees
7. Does the venue or any third-party service providers (e.g., caterers or performers) have their own liability insurance?

More information may be requested by the insurers. The insurers can take up to 10 business days to respond so the sooner the enquiry is received and submitted the better.

CRSA's umbrella policies do not cover fundraising events held by local groups before they sign documents confirming their involvement in the program (e.g., Settlement deed). Groups are responsible for considering and managing these events including obtaining any permits or insurance as your group deems appropriate.

If your group has not yet signed their settlement deed or letter of engagement and requires cover for a fundraising event, affordable options can be found through the following providers:

- [Local Community Insurance Services](#)
- [AON Small Event Insurance](#)
- [Action Entertainment Insurance](#)

11. Fundraising regulation by state/ territory

For more information on fundraising obligations that may apply to you under various Australian State/Territory fundraising laws and regulations, please visit:

- **Australian Capital Territory** - Access Canberra – www.accesscanberra.act.gov.au
- **New South Wales** - NSW Fair Trading - <https://www.fairtrading.nsw.gov.au/>
- **Northern Territory** - Licensing NT - <https://nt.gov.au/industry/licences/licensing-nt-online>
- **Queensland** - QLD Office of Fair Trading - <https://www.qld.gov.au/law/fair-trading>
- **South Australia** - Consumer and Business Services - <https://www.cbs.sa.gov.au/>
- **Tasmania** - Office of Consumer Affairs and Fair Trading - <https://www.cbos.tas.gov.au/home>
- **Victoria** - Consumer Affairs Victoria - <https://www.consumer.vic.gov.au/>
- **Western Australia** - Department of Mines, Industry Regulation and Safety WA, Consumer Protection Division - <https://www.commerce.wa.gov.au/consumer-protection>

You can also find helpful information regarding the fundraising obligations that may apply to your organisation or group on Justice Connect's Not-for-profit Law website at:

<https://www.nfplaw.org.au/free-resources/fundraising-and-holding-events/fundraising>