

# CRSA's Guidelines for using the 'Shout for Good' platform to fundraise for your Community Supporter Group

Please note that the option to raise funds via Shout for Good on CRSA's behalf is only available to Community Supporter Groups (CSGs) who had notified CRSA before 28 September 2023. CRSA's primary fundraising partner for the CRISP from 28 September 2023 is the Australian Neighbourhood Houses and Centres Association (ANHCA). For CSGs wishing to set up a Shout for Good page for fundraising after this date, please visit [anhca.org/communityrefugeesponsorshipaustralia](https://anhca.org/communityrefugeesponsorshipaustralia).

## a. Introduction

Using the 'Shout for Good' platform to raise funds for your group to participate in the CRISP is a convenient way to collect your group's donations in one place and enables your Australian-based donors to make donations that are tax deductible even if your group is not incorporated or is not a registered charity.

To use the platform for this purpose, CSGs set up a fundraising page on Shout for Good and select CRSA as the charity the funds will be donated to. People who donate through this platform will be instantly issued with a tax-deductible receipt (for donations of more than \$2). Once a CSG has confirmed they will be participating in the CRISP and has signed CRSA's Grant Terms & Conditions, the CSG will be eligible to have the funds it has raised via 'Shout for Good' released as a grant from CRSA to support its participation in the CRISP.

## b. Important requirements and limitations

As a charity registered with the Australian Charities and Not-for-profits Commission (ACNC), CRSA must ensure that funds raised in our name are only used for certain charitable purposes. By fundraising in CRSA's name via Shout for Good, you will need to understand these requirements and limitations and be willing to report back to CRSA about how funds are spent by your group. Any unspent funds or funds spent inappropriately will need to be repaid to CRSA or as directed by CRSA.

CRSA is supporting the use of the Shout for Good platform to enable groups to fundraise the funds they anticipate requiring when welcoming and supporting a refugee household under the CRISP. Groups should do this in a way that respects the privacy, autonomy, and dignity of the family that they are supporting.

To uphold this principle:

- Funds raised in CRSA's name cannot be spent outside Australia or for purposes that do not support CRSA's Charitable Objects.
- All funds raised via CRSA/Shout for Good must be paid out to your CSG within 3 months of the group commencing its support of the refugee household (i.e., within 3 months of the refugee household's arrival date). Please note this does not mean that funds need to be spent within the first three months, just that fundraising activities via Shout for Good need to be wrapped up within this timeframe.
- Groups should not use the Shout for Good platform to run public appeals for specific items or needs of a household or individual member. For example, we would be alarmed to see fundraising appeals with specifics such as 'Please help us raise \$3,000 to pay for Zara to have her wisdom teeth removed.'

CRSA reserves the right to amend these guidelines and requirements at any time to ensure sound governance and oversight of funds raised through CRSA.

### c. Background - tax deductible fundraising via CRSA

CRSA is a registered charity with deductible gift recipient status ('DGR' status').<sup>1</sup> 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 matches with refugee households. These local groups are self-directed and self-governing in their day-to-day work and exist independently of CRSA.

Generally, the work of these local groups under CRSA's programs (including the CRISP) falls within the charitable objectives outlined in CRSA's constitution. As such CRSA is willing to support the fundraising efforts of CSGs by allowing them to fundraise on behalf of CRSA and then release these funds as grants back to the groups to support their work under the CRISP. CRSA has established itself as a charity on the 'Shout for Good' platform to facilitate this.

When CSGs raise funds in this way, CRSA needs to ensure that when funds are later directed by CRSA back to the CSG by way of a grant, the grant will be used in a manner consistent with CRSA's Charitable Objects. Further guidance on what sorts of expenses can be paid for through these grants, and what sorts of records need to be kept by groups, is available in the Grant Terms & Conditions (Annexure A). **We encourage you to get in touch with CRSA if you are not sure whether a particular type of expense falls within CRSA's Charitable Objects.**

### d. Essential reading before you proceed

It is essential that you read these guidelines and the following documents before 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 Grant Terms and Conditions and Charitable Objects (Annexure A)
- 'Shout for Good' Setup Instructions (Annexure B). These instructions include important terms and conditions about the use of donated funds that you must include on your group's fundraising page when you set up an account with Shout for Good.

### e. Setting your group's fundraising page target

When CSGs 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 fundraising page in line with CRSA's Grants Policy.

Additionally, depending on the amount of funds raised and the other circumstances of your fundraising appeal, you may be subject to specific fundraising requirements depending on the states and/or territories in which you intend to fundraise. Complying with any local fundraising laws and regulations is your group's responsibility.

As an example, in Victoria, any person/entity who seeks to fundraise must register as a fundraiser with Consumer Affairs Victoria unless you:

- (a) raise a total of less than \$20,000 for all fundraising appeals in any financial year;
- (b) are not paid to conduct the appeals; and
- (c) only use unpaid volunteers to run your fundraising appeals.

Prior to conducting your fundraising appeal, we recommend consulting with the relevant state / territory regulator (or seek independent legal advice) to ensure you are aware of and are complying

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

with the relevant requirements that may apply to you and your fundraising appeal. Refer to 'Annexure C: Fundraising regulation by State/ Territory' in this document for more information.

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.

#### **f. Setting your group's fundraising page start and end dates**

CRSA recommends setting a fundraising page start and end date based on how long you think you will need to reach your target amount, and at what point you will need the funds in your group's account if you do proceed with supporting a refugee household under the CRISP.

To ensure funds raised for CRSA via Shout for Good are only used to support the core responsibilities of CSGs under the CRISP, the fundraising page must be wrapped up within 3 months of the household's arrival. Please note this does not mean that funds need to be spent within the first three months, just that fundraising activities via Shout for Good need to be wrapped up within this timeframe.

Considering the resourcing and governance implications for CRSA, when CSGs use the Shout for Good mechanism to fundraise, CRSA will only release funds via a maximum of two payments per household that a CSG is matched with (provided the group qualifies to receive the grant under CRSA's Grants Terms & Conditions).

The first payment is generally requested by the group on the signing of the Settlement Deed and prior to the arrival of the refugee household they will be supporting. An invoice for the second payment must be received by CRSA within 3 months of the household's arrival.

*However:*

- *Groups can continue to raise funds after this at their discretion but not via the Shout for Good mechanism.*
- *If a group wishes to support another refugee household, they can keep their Shout for Good fundraising page open and use any additional funds to support the next household they are matched with. If a group has already closed its fundraising page prior to making the decision to support another household, they can reopen their fundraising page to fundraise for the next household they are matched with.*

#### **g. Release of funds to groups**

##### **Scenario 1: CSG proceeds with supporting a refugee household through the CRISP**

CRSA will require the group to sign and return a copy of CRSA's 'Grant Terms and Conditions' prior to any funds being released.

The funds raised via your group's fundraising page can be paid out by CRSA to your group as either a one-off lump sum OR via a maximum of two payments per household that the group is matched with (with a ceiling amount of \$25,000 per refugee household that a group is planning to support).

To receive the funds they have raised, your group will need to issue CRSA with an invoice for each payment. The invoice needs to include:

- your program group's name
- the date the invoice was issued
- your program group's bank account details

- your program group's ABN (if they have one)

Groups will also be required to submit a 'Statement of Funds' (template included in CRSA's Grant Terms and Conditions) within 30 days of the end of the formal program period (i.e. end of 12 month support period).

### Scenario 2: CSG does not proceed to supporting a refugee household through the CRISP

CRSA will retain the funds and add them to the CRSA's general sponsorship fund, which CRSA may use to fund program groups sponsoring a refugee household and who have applied directly to CRSA for funding. Currently, such funding is only available to groups who participated in CRSA's Group Mentorship Pilot Program in 2020.

### Scenario 3: Group does not raise 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 CRSA may use 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 to give your group more time to raise enough funds to reach your minimum target. Currently, such funding is only available to groups who participated in CRSA's Group Mentorship Pilot Program in 2020.

#### h. Record keeping requirements

To protect members of your group and CRSA against any potential allegations of misuse of funds, it is important that you only spend the funds in accordance with CRSA's grant terms and conditions and that you maintain records of how the funds were spent, including keeping receipts.

#### i. Fundraising costs

Community Supporter Groups (CSGs) can be reimbursed from the funds granted to them by CRSA for reasonable out-of-pocket expenses incurred in running a fundraising appeal.

Examples of costs that are permitted to be reimbursed:

- Printing costs for fundraising event promotional materials
- Food and beverage costs associated with a fundraising event (e.g., cost of food and drinks for a sausage sizzle or fundraising dinner)
- Venue hire for a fundraising event

Examples of costs that are not permitted to be reimbursed:

- Volunteers' time spent working on an appeal
- Any expense that is not directly related to the fundraising appeal e.g., incidental meals, parking and transport for volunteers while out fundraising

CSGs must account for all costs and expenses for which they seek to be reimbursed from the granted funds. Only costs and expense that have a "paper trail" (e.g., receipts) can be claimed.

No more than 15% of total monies raised by a CSG via the Shout for Good platform and granted to the CSG by CRSA can be claimed in fundraising costs or expenses.

#### j. Transaction fees

Donations made via Shout for Good attract minimal transaction fees. There are no fees associated with setting up and using a donor page (such as what CSG's will be using). Donations made via Visa and Mastercard carry no transaction fees on the platform. Transaction fees and taxes associated

with American Express credit cards and PayPal transactions still apply (however donors can opt to cover these fees). Please note these fees are not subtracted from the 'total funds raised' displayed on your fundraising page so there can be some discrepancy between 'amount raised' and the amount CRSA receives in its bank account.

**Please email Sophie at [info@refugeesponsorship.org.au](mailto:info@refugeesponsorship.org.au) before issuing an invoice to confirm if any adjustments need to be made to reflect any transaction fees that have been deducted by AMEX or PayPal from the funds raised by your group via Shout for Good**

#### **k. Administrative fees**

CRSA applies a 2% fee on the total funds raised by CSGs via Shout for Good to cover some of the administrative costs associated with offering this fundraising avenue to groups.

**Please email Sophie at [info@refugeesponsorship.org.au](mailto:info@refugeesponsorship.org.au) before issuing your final invoice to confirm the adjusted amount.**

**Administrative costs will be applied to any Shout for Good fundraising pages initiated after 31 March 2023.**

## Annexure A: CRSA Grant Terms and Conditions and Charitable Objects

### 1. 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 Granted Funds must be used in a manner consistent with CRSA's Charitable Objects and must 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 Funds must:
  - 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 (including receipts) to enable the use of the Granted Funds 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 Granted Funds 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 line with these Terms and Conditions, any surplus funds must be returned to CRSA or handled in accordance with CRSA's directions.

## 2. Acceptance of Grant Terms and Conditions

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

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

### 3. Statement regarding use of funds

On behalf of the [name of your group], we confirm that:

- A. The funds were spent by our group to support the successful settlement of a refugee individual or family in Australia or otherwise in accordance with CRSA's Charitable Objects;
- B. **None of the funds were spent or transferred by our group outside of Australia;**
- C. The table below provides an accurate summary of how the funds were used by our group; and
- D. To the extent that any funds granted to us by CRSA were not used by our group in line with CRSA's Charitable Objects, we have notified CRSA of this and will return an equivalent amount to CRSA or in a manner directed by CRSA.

*Note: To fall within CRSA's Charitable Objects, the Group should have reasonable grounds for believing that expenditure will promote and support the successful settlement, empowerment, self-reliance and capacity of refugees or their family members who are beneficiaries of one of CRSA's programs or provide them with benevolent relief of their poverty, destitution, misfortune and disadvantage.*

*Examples of expenditure that would fall outside of CRSA's Charitable Objects would include paying for:*

- a. *daily living expenses beyond initial set up costs, where other sources of income are available*
- b. *finer or late fees*
- c. *holidays*
- d. *luxury personal items*

Category of Expense	Amount	Notes
Transit support to accompany refugee(s) to destination community		
Transport for refugee(s)		
Accommodation for refugee(s)		
Temporary income support		
Essential goods and other personal items for refugee(s) (on arrival) (e.g., food, clothes, smart phones)		
Furniture and basic household goods (e.g., white goods, kitchenware,		



linen)		
Other goods or services required by refugee(s) to support their settlement or integration (e.g., dental)		
Education and employment set up costs (e.g., school uniform, textbooks, laptop)		
Fundraising costs (e.g., venue hire, printing) NB: No more than 15% of the grant can be used for fundraising costs or expenses.		
Total spent		
Amount of grant from CRSA		
Surplus (amount of grant less amount spent)		

**Signed by:**

<i>Name of Community Supporter Group</i>	
<i>Full name of person completing this statement on behalf of the Community Supporter Group (Group Coordinator)</i>	
<i>Signature:</i>	
<i>Email address:</i>	
<i>Date:</i>	

<i>Name of Community Supporter Group</i>	
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<i>Full name of person completing this application on behalf of the Community Supporter Group (Group Deputy)</i>	
<i>Signature:</i>	
<i>Email address:</i>	
<i>Date:</i>	

## 4. 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.

## Annexure B: ‘Shout for Good’ Setup Instructions

**IMPORTANT NOTE:** This document contains essential information including tailored terms and conditions about the use of donated funds that you must include when you set up your Shout for Good fundraising page.

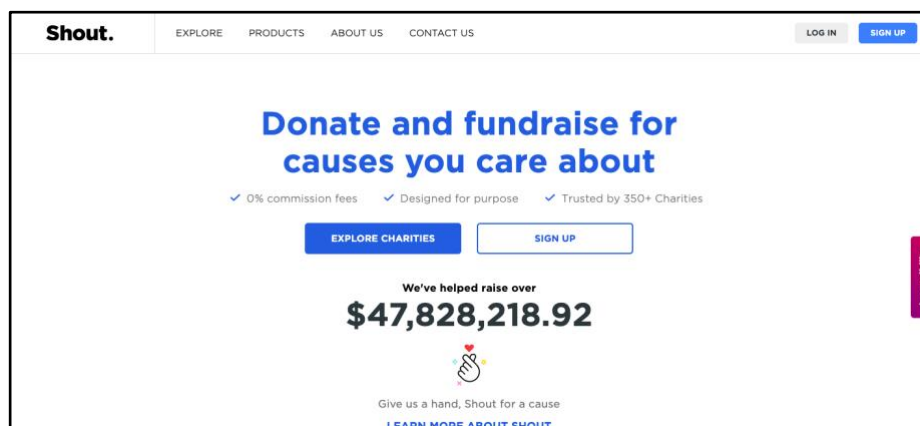
CSGs should sign up for a donor account (**not a charity account**) and select Community Refugee Sponsorship Australia as the charity the funds they raise will be donated to.

### PART 1: 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.

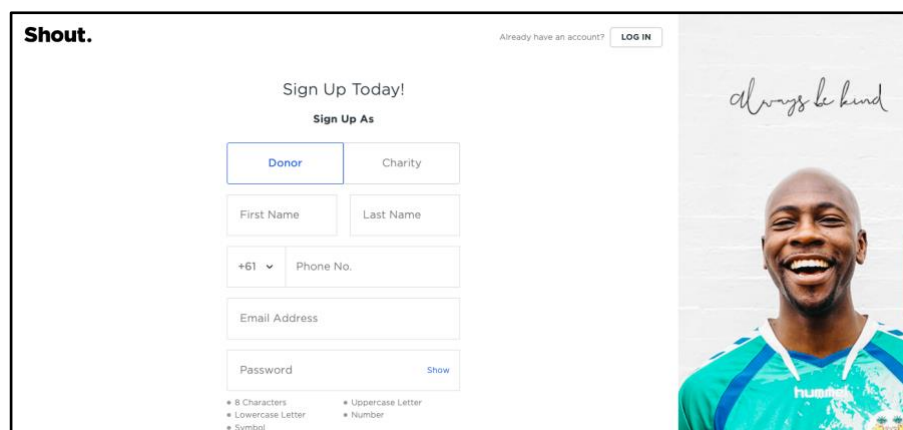
#### Step 1:

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



#### Step 2:

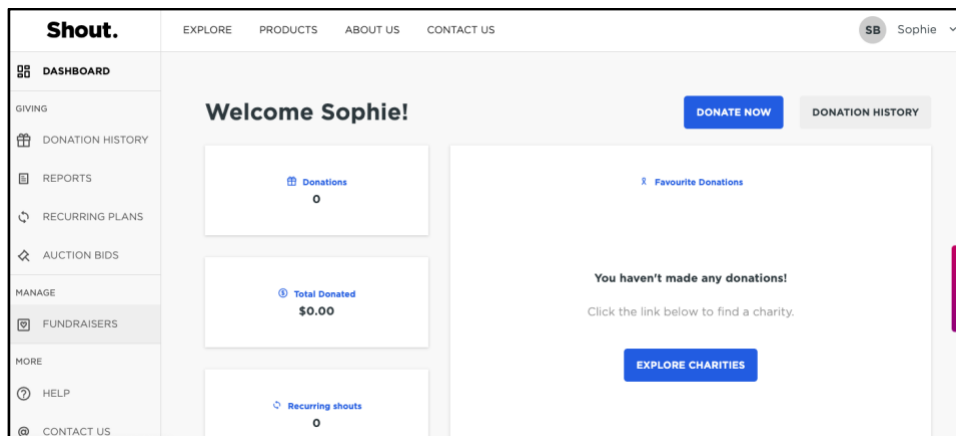
Enter your details to sign up as a ‘Donor.’ We recommend that the Group Coordinator uses their details to sign up. Everyone in the group will be able to share the fundraising page link with their networks.



## PART 2: Creating a fundraiser in your 'Shout for Good' account

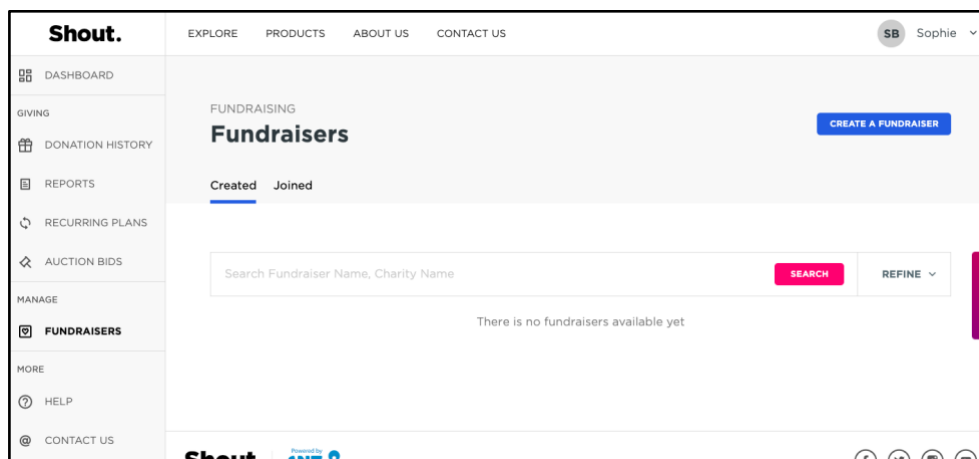
### Step 1:

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



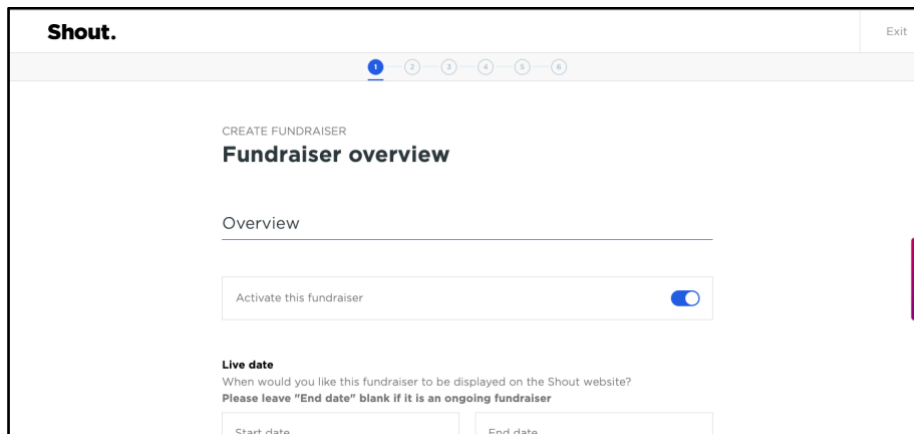
### Step 2:

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

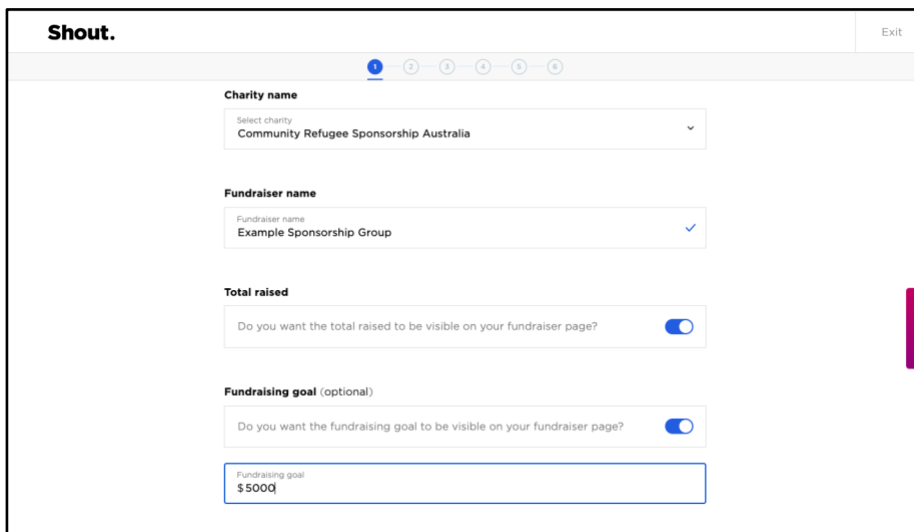


### Step 3:

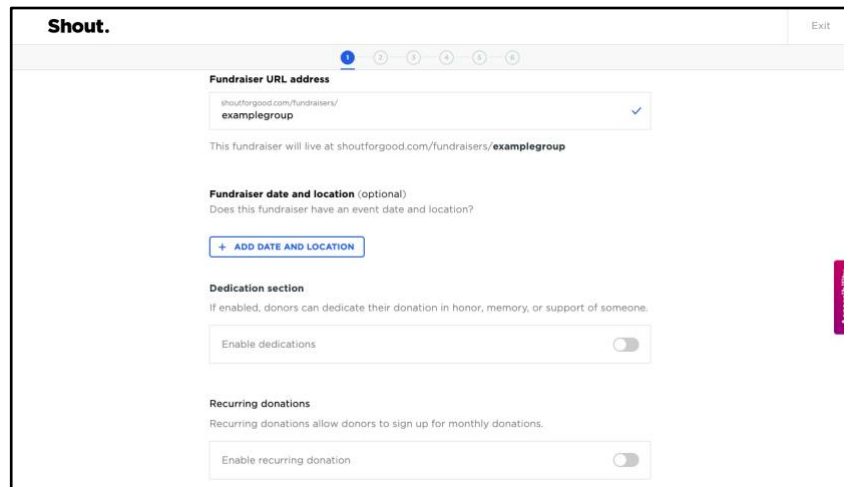
On **page 1** of the ‘Create a Fundraiser’ form enter the relevant details outlined below:



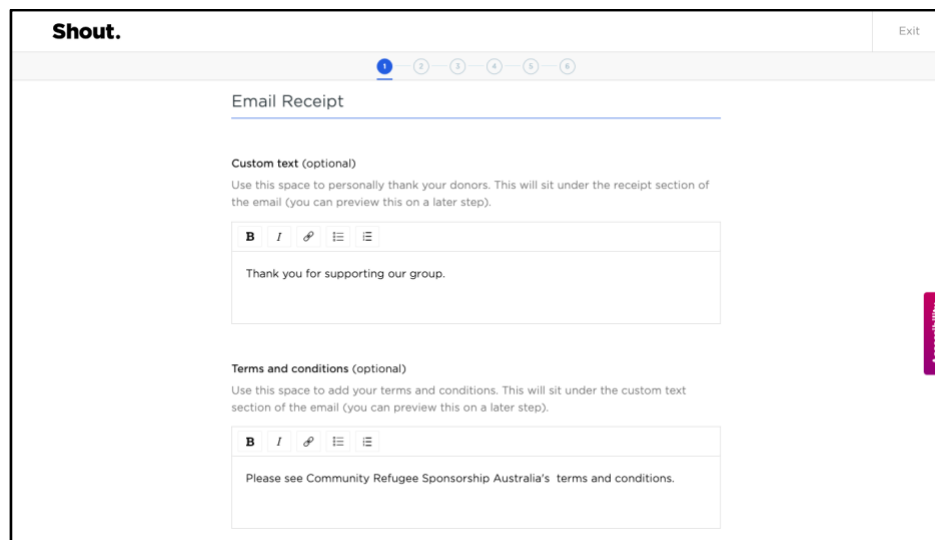
- ‘Activate this fundraiser’ toggled to blue if you are ready for the fundraiser to be active.
- Enter a ‘Start date’ and an ‘End date’ for your group’s fundraiser.



- For ‘Charity Name’ select Community Refugee Sponsorship Australia from the dropdown menu
- Enter your ‘Fundraiser name’. For clarity, we suggest using the name of your CSG.
- 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.
- Please refer to Annexure C in our fundraising guidebook for more information on the obligations you may have in relation to fundraising in various Australian States / Territories.



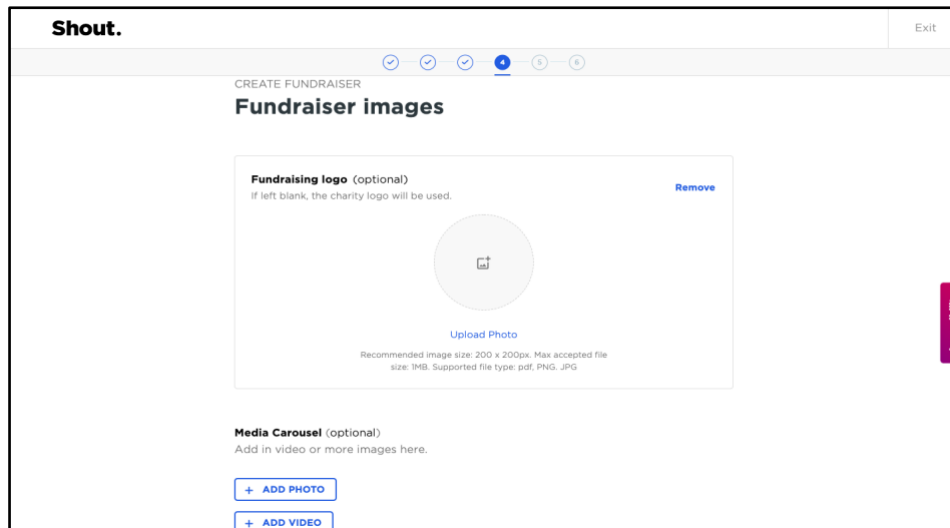
- Enter the ‘Fundraiser URL address’ using something that makes sense for your group e.g.shoutforgood.com/fundraisers/**examplegroup**
- Please leave the ‘Fundraiser date and location’ section blank. In the interests of simplicity CRSA asks that your group doesn’t add a ‘Fundraiser date and location’ 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)



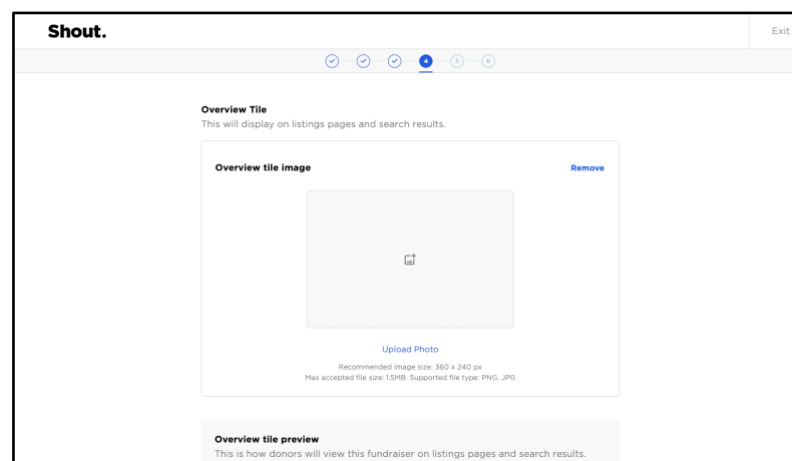
- In the ‘Custom text’ field under the heading ‘Email Receipt,’ enter a thank you message that will appear on your donor’s receipt.
- In the ‘Terms and conditions’ field please enter the following:  
***“Your donation will be used by [name of your CSG] to support the settlement and integration of a refugee household in Australia under a program run by Community Refugee Sponsorship Australia (CRSA). 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 CRSA which mobilises groups of everyday Australians to welcome and support refugee newcomers.***

***A small amount of the funds raised will be used to cover expenses incurred in conducting this fundraiser.”***

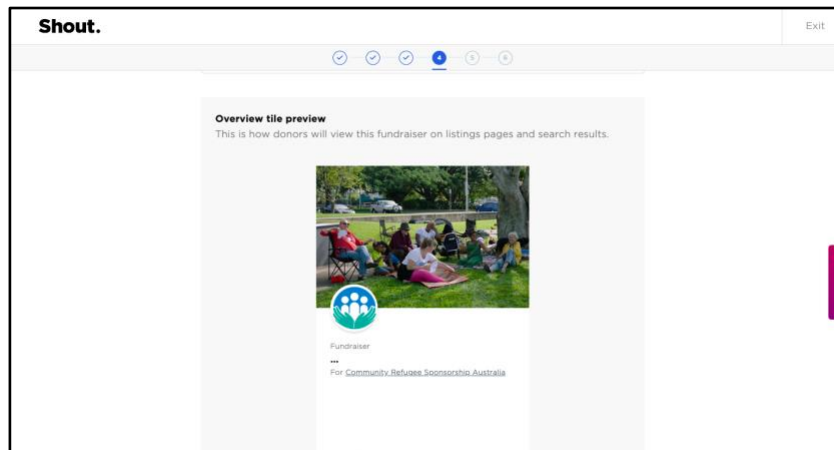


- If you leave the ‘Fundraising logo’ blank. CRSA’s logo will automatically appear when the page is live. Alternatively, you can upload your group’s logo if you have one.
- If you’d like to add photos or video in the ‘Media Carousel’ section of the fundraising page, click ‘add photo’ or ‘add video’ and 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.

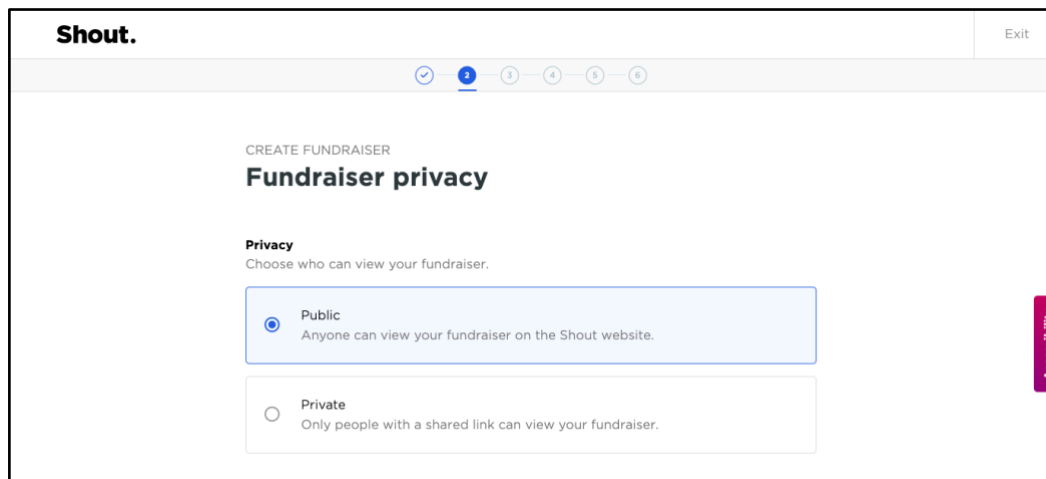




- When you have completed page one of the form click the blue 'Continue' button.

#### Step 4:

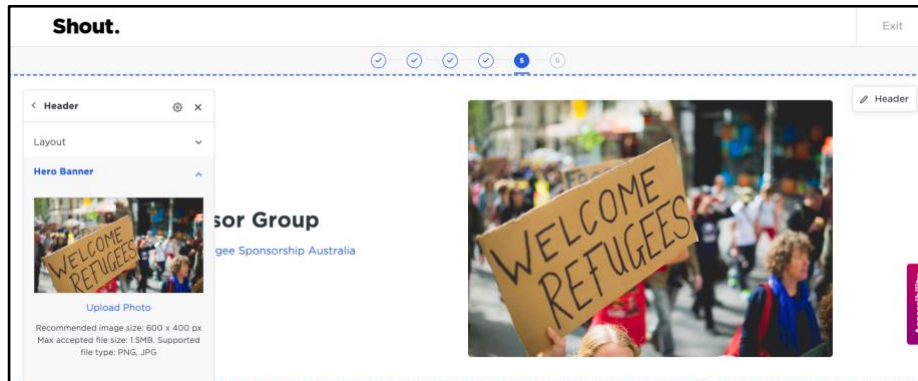
On **page 2** of the 'Create a Fundraiser' form enter the details outlined below:



- 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).
- Click the blue 'Continue' button.

### Step 5:

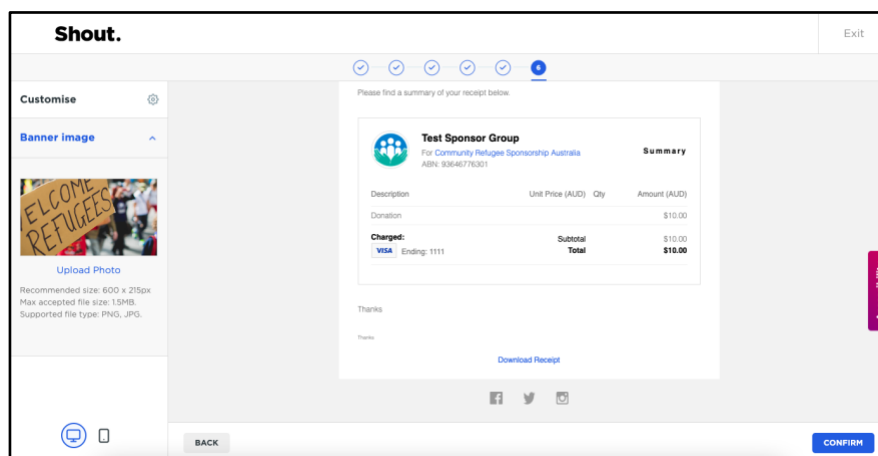
On page 4 of the 'Create a Fundraiser' form check you're happy with the way your fundraiser is displayed.



- 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 6:

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.

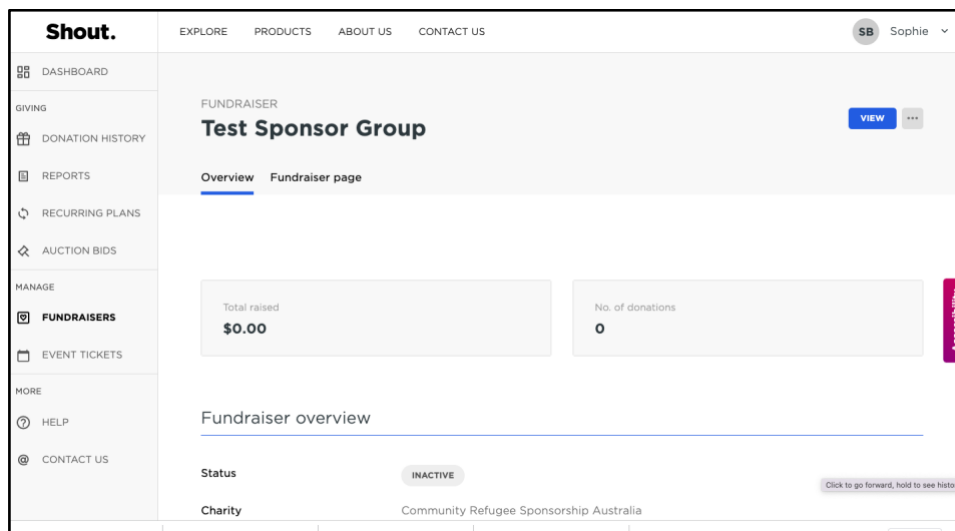


- You can customise the thank you page and email by uploading a 'Banner image' in the customise column on the left hand side of the page. The recommended 'Banner image' size is 600 x 215 pixels.
- Once you are happy with your fundraiser press the blue 'Confirm' button at the bottom of the page.

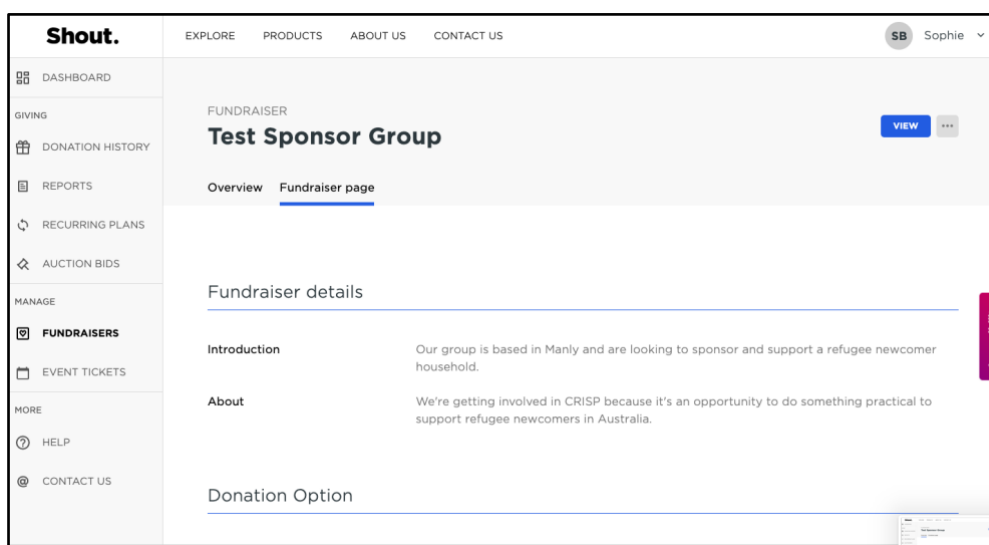
**Congratulations! Your fundraiser is ready to go!**

## PART 3: 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.

## PART 4: 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](mailto:info@refugeesponsorship.org.au).

## Annexure C: 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](http://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>