



How to:

RUN A STREET COLLECTION



**NEW ZEALAND
RED CROSS**
RĪPEKA WHERO AOTEAROA



RED CROSS ANNUAL APPEAL

What is the Red Cross Annual Appeal and how can you get involved?

Held annually in March, the Red Cross Annual Appeal is New Zealand Red Cross' largest fundraising campaign of the year. It helps us raise awareness, bring in vital funds to support people affected by emergency and conflict, and help vulnerable communities here at home, in the Pacific and around the world. As a charity, we rely on donations to make our humanitarian programmes possible. We reach thousands of people in need every year. Every dollar counts.

Across the country, Red Cross members, volunteers, and employees, as well as community groups, workplaces, and passionate individuals all get behind Red Cross fundraising efforts. People can fundraise for the Annual Appeal in a range of ways – any year-round fundraising events can be held during the appeal – and we also encourage local Street Collections during March.

Street Collections during the nationwide Annual Appeal campaign are an impactful way to grow the visibility of New Zealand Red Cross in the communities we support, while also raising much-needed funds.

How does the Street Collection work?

Street Collection activities are locally led by volunteers, with support from regional Red Cross employees. Local people know their communities best and can book suitable collection sites, organise volunteers, and coordinate activities on the day of your collection. A site can be anything from a busy street corner (with council permission), outside a supermarket or inside a shopping mall. Always seek permission before collecting.

All the supplies that you need to hold a Street Collection will be provided. Regional Red Cross employees in our Area Support Teams will also encourage local employees to get involved and can help connect their networks with the opportunity to organise or participate in Street Collection activities.

- 1 Remind your Area Council that you are hosting a Street Collection.** You should have this activity in your annual planning if you are organising your own street collection but email your local Area Council and keep them in the loop throughout your planning. They should be the first to know if you are preparing to do your own Street Collection and they will also allocate all the equipment you will need.
- 2 Book your collection site and identify high-traffic locations.** Find the busiest local malls, supermarkets, and streets that would be suitable 3-4 months before your collection. You could even ask your local Red Cross shop if you could collect from outside their stores. Select the number of sites based on your capacity to source and coordinate volunteers. Consider peak foot traffic times in your chosen site areas, typically, the busiest collection times are between 10am-5pm but this will vary depending on the location. Think of what times people will be going to and from work or when people will be shopping.
- 3 Request permission to collect.** Call your desired site/s first to ask for permission to collect. If you want to collect on public streets, contact your local council to request permission. Follow up with an email for confirmation. You can follow our phone script and email template below for ease of planning.



“Hello! My name is *[your name]* and I am organising a collection for New Zealand Red Cross’ Annual Appeal in March. Could I please speak to someone about booking a collection site at *[location]*”

Hello, yes you are speaking with *[their name or store name]*. How may I help you?

Do you have availability for us to collect donations on your premises on *[date, time period]*?”

Yes, you are welcome to. Could you send me an email with all of your information and dates please?

Questions to ask over the phone when booking

- Q:** Where will we be able to collect?
- Q:** Who am I speaking with? (Note the name of the person who confirmed your permission)
- Q:** Who should we speak to when we arrive on the day?
- Q:** Can I have a contact email address to follow up with confirmation?

Questions they may ask

Q: What are you raising money for?

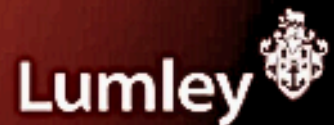
A: The funds we raise will support New Zealand Red Cross’ humanitarian work including emergency response here and overseas, supporting former refugees, and delivering Meals on Wheels.

- 4 Send a confirmation email after your phone call.** It is good practice to confirm the specifics in writing and provide a way that they can get hold of you in case any of the details were misheard in the phone conversation. Some places will ask you to send a copy of our general liability insurance (included in this toolkit) and for New Zealand Red Cross' registered charity number, which is: **CC21860**.
- 5 Print site confirmation.** Save the email and keep any paperwork stored away as confirmation of your booking – you may need to show this when you arrive for the collection. Some places (particularly shopping centres) have rules that you must abide by when collecting. For example, they may require you to have volunteers at their centre the entire time they are open, meaning there cannot be gaps in your volunteer schedule, and you will not be able to choose the time the site opens or closes. Print the rules out along with the confirmation email and keep them handy on the day of your collection.
- 6 Organise volunteers.** You will need to organise volunteers to be scheduled at your collection site for the duration of your collection. Volunteers can be friends, family, colleagues, or community members. Children under 16 should be accompanied by an adult. All Volunteers will need to sign up to be an official street collector via the New Zealand Red Cross website once the role is live, please find the link for this below. You can use our easy online or printable template included in this toolkit (or your own) to create a schedule ensuring all shifts are covered for the collection duration. Email your volunteers and ask them to fill the schedule in with the times they are available to fundraise. Collection sites typically run from 9am-5pm and the day is split into 1 or 2-hour shifts. Wherever possible, you should roster two volunteers on each shift. Not only is this more enjoyable for the volunteers, but it's also safer than having a volunteer collecting alone.
- 7 Request an Eftpos machine.** If you would like to provide a contactless payment option at your collection site, you can request one. Send your local Area Coordination and Planning Lead an email 2 months prior to your collection date to have one organised and sent to you. The machine comes with instructions on how to return it to Eftpos NZ after the Street Collection. If you are unsure, please ask your Area Coordination and Planning Lead.

[Sign up to be a street collector via the New Zealand Red Cross website](#)¹

Downloadable resources and links are at the end of this toolkit

Certificate of currency



Lumley, a business division of IAG New Zealand Limited, Head Office, Lumley Centre, 88 Shortland Street, PO Box 2426, Auckland 1140, New Zealand, Tel 09 308 1100, Fax 09 308 1114, www.lumley.co.nz

General Liability Insurance

Policy number:	6000026656
Insured:	New Zealand Red Cross, New Zealand Red Cross Foundation
Policy Wording:	GL0318
Period of Insurance:	From: 30/06/2024 @ 04:00PM Local Time To: 30/06/2025 @ 04:00PM Local Time
Territorial Limits:	Worldwide
Jurisdictional Limits:	Worldwide
Business of Insured:	Advocates for the principles of International Humanitarian Law, civil defence, first aid training, medical equipment sales and leasing, emergency management both domestically and internationally, development work, community work, retailers and refugee advocacy and Settlement Services
Limit of Indemnity:	\$10,000,000 any one Occurrence \$10,000,000 in the aggregate – Goods Products <i>The policy includes a number of sub-limited sections - please refer to the policy document.</i>
Claims Excess:	\$500 each and every Claim <i>Different excess levels may apply to the various sub-sections of the policy or attached endorsements – please refer to the policy document.</i>
Premium:	As agreed
Endorsements:	Overseas Excess Endorsement Special Conditions Business Advice or Service Exclusion 2 Communicable Disease Exclusion - Broadform Liability Cyber Exclusion - Broadform Liability Medical and Pharmaceutical Exclusion Product Efficacy Exclusion 1 Sanctions Exclusion - Broadform Liability Special Exclusions

Issued on behalf of IAG New Zealand Limited
Date of Issue: 01 July 2024

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Organise your supplies and equipment. Before the street collection, you will need to request one ‘site collection bag’ per site from your local Area Council. You must collect the supplies and equipment for your Street Collection at least 2 weeks before. This bag will be filled with all the collateral you will need for your collection day. You and your street collectors will also need to bring along some items of your own. Use the checklists below to ensure you have everything you will need ahead of the big day! Please ensure you charge the Eftpos machine (if using one) the night before your collection day!

Top Tip: As a Collection Organiser, when you collect the site collection bag, put the lid on the collection bucket, and apply a ‘security seal’ sticker. This will prevent the bucket being tampered with. Make sure to sign your name and number on the seal!

Collection Organisers will need to bring with them on the day:

- Photo ID for depositing donations at your local ASB branch – such as a driver’s license or passport
- A copy of the collector schedule for the day
- A fully charged mobile phone
- Comfortable shoes
- Weather appropriate clothing
- Sun protection such as a hat and sunscreen (if needed)
- Site collection bag with all collateral for the street collecting volunteers
- Any other personal items, e.g., hand sanitiser, water, snacks, medications

Street Collection volunteers will need to bring with them:

- A fully charged mobile phone
- Comfortable shoes
- Weather appropriate clothing
- Sun protection such as a hat and sunscreen (if needed)
- Any other personal items, e.g., Water, snacks, medications

What you'll find in the 'site collection bags':

- ✓ 2 x collection buckets with lids
- ✓ 2 x Red Cross bibs (one size fits all - bibs go over clothes)
- ✓ 4 x Security seals for collection
- ✓ 4 x ASB banking bags
- ✓ 1x fully charged Eftpos (If requested)
- ✓ An envelope containing blank name badges and a pen
- ✓ 'Thank you' stickers
- ✓ 'No cash? Donate online' cards
- ✓ Important documents (Guidelines, FAQs, Site Permission, NZRC Liability Insurance)



9 Confirm your volunteers for on the day. Actively engage your collectors, send a text or call those who have filled in your volunteer schedule and confirm well before the date of your Street Collection if those volunteers can commit to the shifts they signed up for. Wherever possible, you should roster two volunteers on each shift – which may require some rearranging of rosters if volunteers have had to cancel. Not only is this more enjoyable for the volunteers, but it’s also safer than having a volunteer collecting alone.

10 Give your street collectors a friendly reminder. In the days or weeks leading up to your collection day, it is a good idea to send a friendly reminder to the street collectors you have scheduled for the day. Please send them a text so they have your number on the day of the collection. We recommend reminding them of the date, time, and location of their collection shift. You may also want to include details about what to expect, who they will be collecting with, your contact details, and most importantly, tell them what they need to bring with them (included in this toolkit)! We have detailed instructions included in this toolkit on how to get your volunteers ready to collect on the street, including important health, safety and wellbeing information and how the Collection Organiser banks the cash at the end of the day.

For some additional information, please watch our [how to be a street collector video](#).

If you have any questions, email your local Area Coordination and Planning Lead		
Northern	Rajitha Ratwatte	Rajitha.Ratwatte@redcross.org.nz
Midland	Anna Wylie	Anna.Wylie@redcross.org.nz
East-West	David Negrette	David.Negrette@redcross.org.nz
Central	Peter Saba	Peter.Saba@redcross.org.nz
Upper South	Carol Ball	Carol.Ball@redcross.org.nz
Canterbury	Carol Ball	Carol.Ball@redcross.org.nz
Southern	Steve King	Steve.King@redcross.org.nz

Downloadable resources and links are at the end of this toolkit

EMAIL TEMPLATE 1: BOOKING A SITE

This template is a guide, please feel free to adjust it to suit your purposes.

New Message — ↗ X

To

Subject

Good afternoon **[Name]**,

[Thank you for taking my call earlier]

My name is **[Your Name]** and I am from the **[Branch name]** at New Zealand Red Cross.

I am writing to confirm if you would kindly allow our volunteers to collect donations at **[Site name]** during our Red Cross Annual Appeal on **[Day, date and time]**.

Our charity number is CC21860. Please find a copy of our general liability insurance certificate attached.

The funds we raise will support Red Cross' humanitarian work including emergency response here and overseas, supporting former refugees, and delivering Meals on Wheels. We really appreciate your support!

Please contact me if you require further details.

[Sign Off]

Send 🗑️ ▼

[Download this template here:](#)

redcross.org.nz/toolkit-templates³

Downloadable resources and links are at the end of this toolkit

EMAIL TEMPLATE 2: RECRUITING VOLUNTEERS

This template is a guide, please feel free to adjust it to suit your purposes.

New Message — ↗ X

To

Subject

Kia ora **[Name]**,

My name is **[Your Name]** and I am from the **[Branch name]** at New Zealand Red Cross. **[Remove if you are emailing people, you already know]**.

I hope you are well. I am writing to ask if you could spare just 2 hours of your time on **[Date]** to collect vital funds for New Zealand Red Cross at **[Location]**. New Zealand Red Cross' annual Street Collection commences every year in March and this year **[Branch Name]** have decided to run our own Street Collection.

The money we raise will go towards ensuring New Zealand Red Cross can continue to deliver life changing programmes. We deliver over 700,000 Meals on Wheels each year, supports former refugee families as they settle into their new home, and train and deploy our domestic Disaster Welfare and Support Teams and our International Delegates.

So, if you can spare time, we would love to see you. Please fill in the schedule below with the times you would be available. Thank you!

[Sign Off]

Send 🗑️ ▼

[Download this template here:](#)

redcross.org.nz/toolkit-templates³

Downloadable resources and links are at the end of this toolkit

ON STREET COLLECTION DAY

Collection Organiser responsibilities

- 1 'Opening' and 'Closing' the collection site.** To 'open' the site, you will meet the first two street collectors at the start of their collection shift. You will greet them, give them their site collection bag, and brief them on what to do including health, safety and wellbeing information. To 'close' the site at the end of the day simply means collecting all of the site collection bags and its contents, including donations from the final street collectors. Please return all borrowed collateral to your local Area Coordination and Planning Leads.
- 2 Brief volunteer collectors.** We recommend greeting all collectors at the start of their shift and providing them with a short briefing. You can find a 'briefing talking guide' at the end of this document. Your briefing may include an introduction, what is in the site bag, what to do with the money when volunteer shifts are changing over, health, safety and wellbeing information, etc. You may also want to check-in on volunteers throughout the day – this could be a quick phone call, text or visit to the collection site!
- 3 Empty the collection buckets and bank the donations.** One of your most important responsibilities is ensuring donations are safely and securely deposited at an ASB Bank. To find your nearest ASB branch, visit [the ASB website](#).⁴ Collection buckets should be emptied twice during your collection day. Once around lunchtime, and again at the end of the day.
 - Swap the full collection bucket with an empty one. Take the full one somewhere private and open the collection bucket by breaking the security seal. Empty the contents of both collection buckets into one ASB banking bag.
 - Close the empty collection buckets and place a new security seal on them. Half of the security seal sticker should cover the lid and half cover the collection bucket to 'seal' it close. Sign your name and number on the security seal. If the seal is broken before it is returned then talk to your volunteers, ask them if they know what happened and report the incident to your Branch President.

Downloadable resources and links are at the end of this toolkit

- Each site collection bag contains four banking bags. It does not matter which banking bag you use.
- Each banking bag has a unique serial number. Tear off the lower portion of the cash bag, noting the time, date, and site from which the funds were collected.

For example:

Collection site	Westfield Mall, Riccarton
Collection date	Saturday 18 March
Morning/Afternoon	9am to 1pm
Banking Bag Serial Number	#1166516

This is essential information so we can track donations.

- Deposit the funds at an ASB Bank. There may be two options at your branch or local ATM. If you do not have an ASB branch near you then you are able to take the donations to your nearest Red Cross Shop or Red Cross service centre. To find your nearest branch visit. **ASB Branch and ATM Locator**.⁴
- You will need to show the cashier at the ASB branch your photo ID to be able to deposit the banking bag. This can be a driver's license or passport – not any Red Cross ID.
- Or you could use the ASB ATM Bag deposit machine. Scan your cash bag barcode under the red light, and then follow the steps displayed by the ATM machine.
- If you are unable to deposit the donations to ASB or drop the money off to a service centre or Red Cross Shop straight away, please keep the banking bag in a locked, safe place until you can. If you need to travel with money, always keep it out of sight and, where possible, have someone come with you.

4 Be available all day. You will need to be available all day in case your volunteers need any help at all, to answer any questions, to collect the money buckets, ensure the shift changeover is smooth and fill in any gaps in the schedule due to volunteer sickness or no-shows. There are some handy FAQs below for both volunteer Street Collectors and Collection Organisers.

Downloadable resources and links are at the end of this toolkit

AFTER YOUR STREET COLLECTION DAY

1. **Report back your banking bag serial numbers.** Record the associated date, time, and collection site and send this information to your local Area Coordination and Planning Lead (contact details above).
2. **Return the site collection bag.** Contact your local Area Coordination and Planning Lead and either arrange to have it picked up or drop it off to your local service centre.
3. **Remember to thank those who helped you.** Send out a thank you message to everyone who helped organise the street collection and all the volunteers.

Thank you for your incredible contribution to New Zealand Red Cross' largest fundraiser of the year!

It is thanks to your efforts that we can continue to improve the lives of vulnerable people across Aotearoa New Zealand, in the Pacific and around the world.

Thank you



VOLUNTEER ROSTER TEMPLATE

Sites	Times	Volunteers
<i>Corner of Lambton Quay and Willis Street</i>	<i>9:00am - 11:00am</i>	<i>Katy Sheilds</i>
	<i>11:00am - 1:00pm</i>	<i>Sandy Smith</i>
	<i>1:00pm - 3:00pm</i>	<i>Peter Green</i>
	<i>3:00pm - 5:00pm</i>	<i>Chris Bear</i>

Branch Fundraising Toolkit templates³

Downloadable resources and links are at the end of this toolkit



VOLUNTEER COLLECTOR FAQs

FAQs

Q: What time do I need to be at my collection site?

A: Please arrive 5 minutes before your allocated time slot so that a handover can be done from either your Collection Organiser or from one pair of volunteers to another.

Q: Who do I report to when I arrive at my collection site?

A: You will go straight to your site and meet either your Collection Organiser or other volunteers. They will have everything you need for your shift. If your Collection Organiser is running late, do not panic, they may just be coming from other nearby sites.

Q: What do I need to bring with me on the day?

A: Please bring comfortable shoes as you will be standing during your shift, bring a water bottle, snacks, a jacket if you get cold and if you will be in the sun please wear and bring sunscreen and a hat.

Q: What do I do with the money when my shift is over?

A: Please ensure the money has been handed over to the next set of volunteers coming in for their shift. Never leave the buckets unattended. Your Collection Organiser will come and collect the money twice during the day when they can.

Q: What do I do if I can't make my shift?

A: If you can't make your shift then please cancel by contacting your Collection Organiser 24 hours in advance.

Q: What happens if no one turns up at the end of my shift?

A: Please contact your Collection Organiser, their details should be provided to you.

Q: If someone asks me a question I can't answer, what do I do?

A: If you get asked a question you do not have the answer to, then please direct them to our website. We will also be providing a sheet with some basic answers to simple questions in the site bag.

Q: What do I do if there is an attempted theft during my collection shift?

A: In the unlikely event someone tries to steal a collection bucket, it's important to keep your safety front of mind. If you feel threatened or in danger at any point, let the bucket go. Do not chase the person, grab the bucket back or attempt to photograph them as this could put you at more risk. Your safety is much more important than the donations.

Q: What do I do if I am verbally abused or threatened by a member of the public?

A: Direct any specific questions or challenges about New Zealand Red Cross to the website and let the person know there is lots of information there. You can say you are just fundraising for New Zealand Red Cross and that you do not have all the information they're after.

If you encounter abusive behaviour, move to a place where you feel safer, e.g. into a more public area with more people around, or somewhere you can put a barrier between yourself and the abusive person. Your safety is most important. If you feel in danger, ask someone to **call 111** immediately or do this yourself if you are alone and have your phone on you.

When the person has left the scene, you should call your Collection Organiser for support. You're also encouraged to **call 105 to enter a police report.**

There's no requirement to complete your shift after a distressing incident. Your Collection Organiser will help you to get home safely and will also provide you with details of our free, independent and confidential wellbeing support via TELUS Health.

Q: Can I pick up more than one shift?

A: Yes, you can pick up more than one shift. Please get in touch with your Collection Organiser to let them know of your availability for additional shifts.

Q: Can I collect if I am under 18?

A: Yes, you can collect if you are under 18. You will need parental permission and be accompanied by an adult during your shift. You can provide parental contact details directly to your Collection Organiser.

Q: How do I get involved next year?

A: Please keep an eye on our 'fundraising calendar' on the New Zealand Red Cross website for any future events and find other volunteering opportunities on our website under the 'get involved' tab.

Additional Annual Appeal information will be available closer to the appeal date.





COLLECTION ORGANISER FAQs

What to do when the unexpected happens.

Q: Help, a street collector has not shown up for their shift!

A: First, try and contact the no-show. If you have no response, you can call the street collectors from the previous shift and ask if they can stay a little longer or, ask the street collector due to arrive for the next shift if they can arrive a little earlier. If this is not possible, and the other volunteer does not want to collect alone, you may need to cover the gap yourself. As a last resort, you could temporarily 'close' the site while there are no volunteers available.

Q: How do I swap the full collection buckets over?

A: When a collection bucket is full at a site, you will need to go collect the money. The site collection bag you would have picked up will have ASB deposit bags in it. Replace the full bucket with an empty one, remembering to put security seal stickers on each bucket with your name and phone number on it. Go somewhere private to empty the bucket into the deposit bag. You do not need to count the money. Fill in the details on the back of the deposit bag and deposit it at your nearest ASB branch with photo ID.

Q: Help, it will not stop raining!

A: Before the collection day, try and work out where the 'driest' place is that is close to your collection site. If the forecast is not looking good, make sure to remind your team of street collectors to bring a waterproof jacket or umbrella, layered clothing, and a dry set of clothes.

Be prepared to close the collection site if the health, safety and wellbeing of volunteers is at risk due to the weather. Volunteers should not be out collecting if exposed to extreme wet, cold, heat or wind. If the weather becomes dangerous, check they have a safe way to get home, or encourage them to shelter at the host site until conditions improve. Seek advice from your Area Coordination and Planning Lead if unsure.

Q: Help, someone has started feeling unwell or had an accident.

A: Part of the collection site induction with your volunteers should include where to seek first aid in the event of an illness or injury. For example, the host site should have first aiders and first aid kits available. Make sure you know this information in advance.

In an emergency, **call 111** if you're on site with the volunteer. Otherwise, a first aider from the host site should do this and then let you know what's happened.

If someone becomes injured or unwell during their collection shift, arrange for them to get further medical treatment, if necessary (e.g. transport to a medical centre), or to get home safely. If they can't drive, help them call a contact to come get them.

Any health, safety or wellbeing incidents (including theft or abuse) must be reported in the New Zealand Red Cross health, safety and wellbeing system, **GOSH**.⁵ Please contact the health, safety and wellbeing team (hswh@redcross.org.nz) for assistance if needed.

Q: Help, my contactless payment method has stopped working!

A: If your contactless payment method has stopped working unexpectedly it might be because it is out of battery. If this is the case, then see if you can source another battery pack from your local Red Cross office or service centre. If this is not possible or your issue is with an Eftpos machine, then call the 0800 number on the Eftpos machine and they may be able to help. If they are unable to fix it over the phone, then just take it with you and put it aside to fix it later. Please inform volunteers at the site that they will no longer have a contactless method and to give out donation cards instead so those without cash can donate online.

Downloadable resources and links are at the end of this toolkit

Q: Help! One of my collectors has been verbally abused or a theft has taken place!

A: If a volunteer calls you to report theft or abuse (and they're physically ok), check how they're doing and what assistance they need.

For example:

- Reassure them there's no obligation on them to stay and complete their shift. If they'd like to go home, support them to do this safely – they might need you to call someone to come pick them up.
- If they do want to stay, check if they need anything to feel safer, and check in again with them at the end of their shift.
- Help them complete a **105 police report after the event** or offer to do this on their behalf if they've told you the details.
- Connect them with our free, independent and confidential wellbeing support via TELUS Health (e.g. as part of following up with them the day after the incident).
- After supporting the volunteer, advise your local Area Coordination and Planning Lead as soon as possible. They will escalate the issue if needed. You can also discuss whether the site should be closed, and upcoming volunteers either re-directed or cancelled.

Any health, safety or wellbeing incidents (including theft or abuse) must be reported in the New Zealand Red Cross health, safety and wellbeing system, **GOSH**.⁵ Please contact the health, safety and wellbeing team (hsw@redcross.org.nz) for assistance if needed.

Glossary:

- **Red Cross Annual Appeal** – This is the month-long fundraising campaign that raises funds for New Zealand Red Cross' humanitarian work here in New Zealand and overseas.
- **Street Collectors** – Volunteers who hold a collection bucket to collect donations from the public.
- **Site collection bag** – This is the bag which is situated at each collection site.
- **No Cash Cards** – These are small cards which have information on how to donate online. These can be given to the public if they do not have cash but still want to donate.

Downloadable resources and links are at the end of this toolkit

Volunteer Briefing Guide

- **Thank you!** We could not do it without your support. The money we raise today will help New Zealand Red Cross support thousands of people impacted by disaster and conflict, at home and overseas. If you need more information about how donations are used, please read our FAQs.
- **It is a requirement that all street collectors wear a name badge.** Please sign your name on a blank name badge which can be found inside the site collection bag.
- **Do not ask for money or ‘shake the bucket.’** Offer a smile or greeting instead and remember to make eye contact.
- There is a **QR Code** and **‘donate online’** cards if someone does not have cash to donate.
- **Your health, safety and wellbeing is the most important thing while collecting.** Although unlikely, if someone tries to steal the collection bucket, let them. Your safety is more important than the donations. Please don't try to grab the bucket back, follow the person or take photos of them as this can escalate the situation and put you at risk.
- **If someone becomes abusive and/or aggressive, get yourself to a place of safety** (e.g. where there are more people to help, or by moving behind a barrier) and ask someone to **call 111** if you feel in danger. If you're collecting alone, keep your phone on you or close-by so you can call for help if needed.
- In both cases, once you're safe, **call your Collection Organiser** who can provide appropriate support and assist with any next steps.
- **[Add any specific health and safety information relevant to the site,** e.g. traffic, weather (if area is exposed), stairs, where to safely store any belongings. The host site may also have information they need you to cover with your volunteers re hazards and risks].
- Vital information including the **Collection Organiser's number is in the site collection bag.**
- **Remember to smile and have fun.** People will feel more welcome to approach you if you seem as though you are enjoying yourself. It is recommended you stand while fundraising for visibility purposes. Feel free to give out the thank you stickers that come in the site collection bag.



ANNUAL STREET COLLECTION

Date:

Time:

Place:

Download Poster Template here:
[Branch Fundraising Toolkit templates](#)³

Downloadable resources and links are at the end of this toolkit

All proceeds go to New Zealand Red Cross in its mission to help improve the lives of vulnerable people here in Aotearoa New Zealand and overseas.

LINKS AND RESOURCES

- 1 <https://www.redcross.org.nz/get-involved/volunteer-in-new-zealand/find-a-volunteer-role>
- 2 <https://youtu.be/HZCnnBO8Sn4?si=EBSMUEJvKO7g5rBg>
- 3 <https://newzealandredcross.sharepoint.com/sites/CommunityEngagementPMER/Shared%20Documents/Branch%20Fundraising%20Toolkits>
- 4 <http://www.asb.co.nz/location>
- 5 <https://www.gosh.net.nz/redcross/>