

Mission Australia door-to-door fundraising FAQs

You may have had one of our fundraisers knock on your door to have a conversation with you about becoming a Hidden Homeless Ally. Mission Australia uses door-to-door fundraisers to gain new long-term supporters who are committed to ending the silent epidemic of Hidden Homelessness in Australia. Our fundraisers are asking people to donate monthly so we can assist some of Australia's most vulnerable people through immediate and long-term support.



Why does Mission Australia do door-to-door fundraising?

Door-to-door fundraising is one of the many ways we raise funds for our essential services. In fact, for every \$1 we invest in door-to-door fundraising, charities like Mission Australia usually receive a \$3 or more in donations.

By signing up passionate and caring people for a regular gift, our door-to-door fundraising program provides steady and dependable income, which allows us to plan effectively for the future. It also allows our fundraisers to have really important conversations with people and answer questions about homelessness in Australia that people wouldn't otherwise be able to ask.



How do I recognise a genuine Mission Australia fundraiser?

Our fundraisers will be wearing a pink Mission Australia branded shirt and will have ID tags on a lanyard. They may also use an official Mission Australia pitch card that describes our work.

If you are unsure if a fundraiser is genuine, you can ask to see their ID tag which will state their name and that they are representing Mission Australia.



Is my personal data safe?

We take the security of your personal data very seriously. All the information you give to our fundraisers is entered directly into our encrypted software and securely saved. No information is saved on their device.

If you have chosen to support us with a regular gift, you will receive a follow up call and a welcome pack to thank you for your kindness and to confirm we have your correct details.

If you have any questions or concerns about how Mission Australia uses your data, please see our [Privacy Policy](#) for more details.



Can I make a cash donation to fundraisers?

For the safety of our fundraisers, they cannot accept cash donations. If you would like to donate to Mission Australia, please visit [our website](#) or call our friendly Supporter Relations team on 1800 88 88 68 (option 3).



Is door-to-door fundraising regulated?

Yes, Mission Australia is a member of the PFRA (Public Fundraising Regulatory Association) and the FIA (Fundraising Institute of Australia), which are the regulatory bodies in Australia for fundraising activities, including door-to-door fundraising. The PFRA has included some information on their website about door-to-door fundraising.



I have a 'Do Not Knock' sign. Can fundraisers still come to my door?

'Do Not Knock' signs prevent for-profit organisations from knocking on your door, but they don't apply to charities. However, many charities recommend their fundraisers adhere to a person's request not to be door knocked.

If you don't have a 'Do Not Knock' sign but would like one, you can [download one](#).



What times of the day can fundraisers knock on doors?

Permitted door-to-door fundraising hours vary from state to state. For more information, please check the legislation applicable for each state or territory on the [Public Fundraising Regulatory Association website](#).



What precautions are fundraisers taking to stay COVID-19 safe?

For the safety of the public and our fundraisers, Mission Australia is following the Covid-19 related guidelines recommended by the PFRA (Public Fundraising Regulatory Association). These measures include:

- All fundraisers have hand sanitiser
- The iPads are sanitised between every interaction
- Our door-to-door teams knock on the door and then step back the 1.5metres to protect themselves and the member of the public to adhere to the social distancing rule
- On request, sign up can be completed on the donors device
- Any fundraiser who shows signs of being unwell is removed from the field for both their safety and that of the public
- The agencies are continuing to monitor the advice from the government and will act on this as instructed



How can I provide feedback or ask more questions?

Your feedback is invaluable to us. If you have any questions or concerns regarding our face-to-face or door-to-door fundraising activity, please contact our Supporter Relations team on 1800 88 88 68 (option 3) or email supporter@missionaustralia.com.au.