



Family For Every Child: F2F Fundraising Code of Conduct

1. We always carry and display ID so that a potential donor can verify who we are, whom we are working for and on whose behalf we are fundraising.
2. We always represent Family at the time, in the place, and in the manner that has been previously agreed with the relevant site owner or local authority, and as directed by our Team Leader or other responsible agency personnel.
3. We explain to a donor how Family will communicate with them after subscribing, and that they are to receive a follow-up phone call.
4. We always ensure that forms with personal details provided by donors are handled at all stages in a secure manner.
5. We always end a conversation in a polite and respectful manner as soon as we are asked to.
6. We always ensure, wherever possible, that if a member of the public has a complaint, a full and accurate record of the complaint and the complainants contact details are taken so that action can be taken promptly and appropriately. We also offer the complainant contact details for a person in authority who can respond to their concerns.
7. We never say or do anything that could pressurise or harass people and we do not use manipulative techniques.
8. We never confuse or mislead the public and we never say, do, or display anything for which we have not been given permission by the F2F Manager.
9. We never behave whilst on duty in any way that might bring the charity or our employer into disrepute.
10. We never obstruct or restrict a person from going about their lawful business, or impede activities of commercial organisations in public places, fundraisers will comply with any reasonable requests of nearby businesses and local authorities.
11. We never disparage any NGO or encourage the public to cancel their donations to any organisations;
12. We never knowingly approach a person under the age of 18 with the intention of seeking a donation. And if we discover a person is under 18 we politely thank them for their time and end the conversation.
13. We never seek a donation from a person if it is realised that a person lacks understanding of financial affairs, or has an obvious intellectual disability, seems frail or vulnerable. In this instance, then pledges will not be sought and the conversation should be politely but immediately ended.
14. We never continue to seek a donation where a donor requests that they stop and end a conversation in a polite and respectful manner as soon as they are asked to.
15. We never wear the uniform supplied by Family for the purposes of face to face fundraising whilst not engaged in a face to face fundraising activity.
16. We always ensure we are complying with PFRA regulations

Family
for every child
New Zealand



We never:

- a) in any way denigrate the objectives of the organisation;
- b) disobey a site agreement entered into by the organisation;
- c) accept cash, property, or a personal gift from a donor;
- d) mislead a donor or allow a donor to be misled about any matter in the standard