



FUNDRAISING GUIDE

The Joshua Tree is committed to the Fundraising Regulator's Code of Fundraising Practice, which means that our fundraising activities will always be legal, open, honest and respectful.

As a volunteer for The Joshua Tree, you are representing the charity and you may be asked to carry out fundraising activities on our behalf.

We would therefore ask that you help us in our commitment to carrying out legal, open, honest and respectful fundraising by adhering to the following guidelines:

- Please always be polite to people;
- If someone is unfamiliar with the work of The Joshua Tree, please explain briefly what the charity does. For example: *"The Joshua Tree support and improve the emotional well-being and mental health of all family members affected by childhood cancers, in the North-West of England and North Wales."* Further information can be found on the website www.thejoshuatree.org.uk;
- When asking for a donation for The Joshua Tree, please do not criticise other charities or organisations;
- Please don't encourage anyone to change an existing donation to another charity in favour of The Joshua Tree;
- Please don't put undue pressure on anyone to donate;
- If someone clearly indicates that they do not want to speak to you, either by word or gesture, please end the conversation immediately and in a polite manner;
- Please do not take a donation from anyone who is vulnerable or who you think may not have the capacity to make a decision about whether or not to donate. Please refer to The Joshua Tree Fundraising Policy www.thejoshuatree.org.uk/about-us/policies/;
- Please do not ask anyone who you think is under the age of 18 to make a regular donation, for example by direct debit;
- You must not sell raffle or lottery tickets to anyone under the age of 16;
- If anyone wishes to make a complaint, please let them know that they can find the fundraising complaints procedure and relevant contact details on the website;
- Please ensure that cash donations are placed in the sealed collection buckets or boxes, which we give to you. Please do not leave cash unattended;
- All monies collected on behalf of The Joshua Tree must be returned to a Joshua Tree staff member.



- Please make sure that your Joshua Tree branded clothing is clearly visible;
- Please clearly display your ID badge;
- Please remember that, when wearing The Joshua Tree branded clothing, you are representing the charity and helping us to maintain our reputation;
- Please do not smoke or drink alcohol whilst wearing The Joshua Tree branded clothing;
- Please do not cause an obstruction, congestion or nuisance to the public, or block anyone's path;
- Please do not approach anyone who is seated or queuing, unless the seating or queue is part of the charitable fundraising event;
- Please do not knowingly approach people who are carrying out official duties or clearly working;
- Please treat the location you are working at or visiting with respect.

During times of Government restriction regarding COVID-19 please adhere to these at all times ensuring the safety of the public and yourself comes first at all times.