

## ***Fundraising and Reporting During Natural Disasters Practice Note*** **Frequently Asked Questions**

This document is intended to provide further guidance on the *Fundraising and Reporting During Natural Disasters Practice Note* (the Practice Note).

This Practice Note is intended to apply to all FIA Members and to any non-FIA-Member charity that chooses to become a signatory to the Practice Note.

### ***What is the Fundraising and Reporting During Natural Disasters Practice Note?***

The Practice Note is designed to assist FIA Members and other signatories that undertake fundraising during times of national natural disasters.

This Practice Note was developed by FIA and the Australian Government, in collaboration with the charities sector, to improve accountability to donors and the wider public by providing signatories with a framework for transparent fundraising and reporting on the use of donations in response to natural disasters.

The Practice Note establishes a set of minimum conduct standards for FIA members. Non-FIA members that choose to become signatories to the Practice Note commit to comply with the same minimum conduct standards of best-practice fundraising and reporting during times of natural disaster.

The Practice Note sets out guidance regarding:

- Fundraising, including publishing a clear appeal intent for natural disaster appeals and best-practice fundraising behaviours; and
- Reporting on the use of donations during natural disasters, including the frequency and content of reporting.

### ***What natural disasters is the Practice Note intended to cover?***

The Practice Note is intended to cover national natural disasters that occur in Australia.

Specifically, accountability and reporting under the Practice Note is triggered when the Australian Government makes a national emergency declaration. The Government may make a national emergency declaration where an emergency has occurred (or is likely to occur) in Australia causing nationally significant harm that requires a collective response from the Commonwealth and impacted State and Territory governments.

International disaster response efforts that Australian fundraisers and charities may be involved in are not intended to be covered. However, fundraisers and charities may apply the Practice Note in any situation where it would benefit donors and beneficiaries.

## Who should become a signatory to the Practice Note?

The Practice Note has been designed to assist those fundraisers and charities which face heightened public scrutiny during natural disasters by setting out fundraising and reporting practices that help donors and the public to understand the organisation's role in natural disaster response efforts.

**All FIA members** agree to adhere to the guidance in the Practice Note as part of their FIA membership. FIA members that are typically involved in natural disaster response are encouraged to become signatories, which will *publicly* signal their intent to comply with the Practice Note obligations.

**Charities that are not FIA-members, but who receive donations in response to natural disasters** may become signatories to the Practice Note. The Government's intent is not to impose compliance burdens on charities that divert valuable resources away from response efforts. Charities in receipt of donations in excess of \$3 million for any appeal launched in response to the natural disaster are likely to be subject to heightened public scrutiny and may benefit from best practice fundraising and reporting.

## Do I need to become an FIA member to be a signatory?

No, if you are not currently an FIA member, you do not need to become an FIA member or pay FIA membership fees in order to become a signatory to the Practice Note.

## How do I become a signatory to the Practice Note?

Any organisation (FIA Members or non-FIA-Members) that wish to become a signatory to the Code can do so by completing the signatory intent form [here](#).

The intent form collects simple organisational information, including organisation name, website, and contact details for an organisation representative (including contact email address). The form also asks charities to indicate whether they are an FIA Member or a non-Member Signatory.

All signatories to the Practice Note (FIA members and non-FIA member signatories) will have their organisation name, website and contact details included on the FIA website Natural Disaster Signatories list.

## How can I learn more about implementing and complying with the Practice Note?

FIA currently facilitates FIA Code training, which is designed to help FIA members comply with the FIA Code and corresponding guidance in Practice Notes to achieve ethical, best-practise fundraising. The training specifically explores the FIA Code's application during natural disasters, with content aligned to the *Fundraising and Reporting During Natural Disasters* Practice Note.

The FIA Code course training is available to FIA members, and non-members. The cost for members is \$25, and the cost for non-members is \$50. The cost covers FIA's expense in delivering, maintaining and updating the Code training.

## How is compliance with the Practice Note monitored?

Compliance with the Practice Note for both FIA Members and signatories is monitored as part of FIA's ongoing monitoring of compliance with the FIA Code.

FIA monitoring includes mystery shopping (in which FIA monitors compliance with the Code and Practice Note from the perspective of a donor) and FIA's public inbound complaints process. Further information on FIA's monitoring processes can be found here [Code Authority - Fundraising Institute Australia \(fia.org.au\)](https://www.fia.org.au/code-authority-fundraising-institute-australia).

### How is non-compliance with the Practice Note resolved?

FIA takes an educational approach to all non-compliance and strives to help organisations resolve any difficulties they have in implementing the Practice Note.

Any organisation that is identified as non-compliant with the guidance in the Practice Note will be contacted by FIA with potential approaches to resolving compliance issues, including through specific training opportunities.

Key issues identified by FIA monitoring on a recurring basis are used to inform improvements to the Practice Note, as well as new FIA education and training programs and resources.