



# Code of Conduct

For the purposes of this Code, a volunteer fundraiser (Collector) is someone who, without payment or other material benefit (excluding reimbursement of expenses), raises money or engages in a fundraising activity for a fundraising organisation or other philanthropic or benevolent institution.

The work of all fundraising for Cabaret vs Cancer will be; Legal, Open, Honest and Respectful.

## 1. Conduct of Collections

- a) Collectors **MUST\*** only make approaches in agreed areas and during operating hours set by agreement.
- b) Collectors carrying out a collection **MUST NOT\*** cause annoyance by being insistent or repeatedly pressing an individual to donate
- c) Collectors **MUST** avoid causing obstruction, congestion and nuisance to the public.
- d) Collectors **MUST** ensure that they wear appropriate clothing, which includes ensuring any provided clothing showing the name of the Fundraising Organisation is visible
- e) Collectors **MUST NOT** smoke or fundraise under the influence of alcohol or illegal drugs.
- f) Collectors **MUST NOT** pressurise the public to give their support, but they can use reasonable persuasion.
- g) Collectors **MUST** be able to give the public information on how to make a complaint.
- h) Collectors **MUST**, when asked to do so, terminate their approach in a polite manner.
- i) Collectors **MUST** be courteous at all times.
- j) Collections **MUST NOT\*** be carried out by anyone under 16.
- k) Collectors **MUST NOT** denigrate other individuals or organisations.
- l) Collectors **MUST** take all reasonable steps to treat a donor fairly, enabling them to make an informed decision about any donation.  
This **MUST** include taking into account the needs of any potential donor who may be in a vulnerable circumstance or require additional care and support to make an informed decision.
- m) If a collector knows or has reasonable grounds for believing that an individual lacks capacity to make a decision to donate, a donation **MUST NOT** be taken

Note: **MUST\*** and **MUST NOT\*** (with asterisk) denotes legal requirement



## **2. Handling the Proceeds of a Cash Collection**

- a) Arrangements **MUST** be made for the receipt of the collection proceeds and all used and unused materials connected with it at a specified point authorised by the organiser of the collection.
- b) Collectors **MUST NOT\*** make any deduction from cash received for the organisation.
- c) For cash collections where a sealed collecting box is being used, donations **MUST\*** be placed inside.
- d) Collection boxes **MUST\*** only be examined and opened by the promoter of the collection (e.g. a Cabaret vs Cancer official) and one other responsible person.
- e) Unsecured cash **MUST** never be left unattended or in an unattended environment.
- f) All monies **MUST\*** be returned to Cabaret vs Cancer without deductions of fees or expenses as soon as is reasonably practicable.

## **3. Collections of Private Property (in the case the Underbelly Festival)**

- a) Collectors **MUST\*** have permission to collect and **MUST\*** ensure they only collect on times/dates/areas specified.
- b) Collectors **MUST\*** introduce themselves to Front of House. Written permission to collect on the premises will be provided.
- c) Collectors **MUST** possess a certificate of authority/badge signed by Cabaret vs Cancer bearing the name of the fundraising organisation that will benefit from the collection, together with their own name, address and signature.
- d) The certificate of authority **MUST** be shown to the Front of House manager.

## **4. Expenses**

- a) Expenses will be met (where previously agreed) by Cabaret vs Cancer after receipt of the collection bucket, payment will be made via BACs within 3 days of receipt of expenses receipts.
- b) Payments to collectors **MUST NOT\*** be excessive. For the purposes of this code, an excessive payment should be regarded as one which is considerably more than an ordinary, well-informed person would consider reasonable.
- c) Collectors **MUST** only have their out-of-pocket expenses reimbursed.

Note: **MUST\*** and **MUST NOT\*** (with asterisk) denotes legal requirement



## 5. Requirements of Cabaret vs Cancer

- a) Cabaret vs Cancer MUST be able to provide full details of all those collecting on their behalf within a given area, including name, address, telephone number, the area to be covered and the exact period during which the collector is authorised to collect.
- b) Expenses will be met (where previously agreed) by the organisation when the collection vessel is returned
- c) The fundraising organisation MUST issue a certificate of authority/badge signed by the promoter bearing the name of the fundraising organisation that will benefit from the collection, together with the collector's name, address and signature.
- d) Organisations MUST provide the collectors with guidance for collectors to follow
- e) Organisations MUST make all reasonable efforts to regain certificates of authority/badges and collection boxes from collectors on ceasing to act as a collector, or if they are no longer deemed fit to collect.
- f) Organisations MUST keep separate records of income raised, and expenses/fees for maintenance and administration.
- g) Cabaret vs Cancer MUST store volunteers' personal contact information and this storage MUST\* comply with the Data Protection Act 1998
- h) Organisations MUST make it clear to all volunteers that anyone raising money MUST\* ensure that the organisation receives all that money.
- i) Organisations MUST check the suitability and credentials of volunteer fundraisers to act as responsible people on the organisation's behalf
- j) Organisations MUST\* carry out due diligence to check if collectors are fit and proper persons.
- k) Cabaret vs Cancer MUST NOT discriminate on grounds of race, sex, sexual orientation, religion or belief, age, disability, pregnancy or maternity, or gender reassignment when recruiting and managing volunteer fundraisers.

## 6. Complaints

- a) Organisations MUST have a complaints procedure.
- b) Organisations MUST respond to any complaints from donors, beneficiaries or other parties in a timely, respectful, open and honest way.
- c) Organisations MUST ensure that the learnings from any complaints are acted upon.

Note: MUST\* and MUST NOT\* (with asterisk) denotes legal requirement



I hereby agree to the above code on conduct.

Signature: .....

Full Name: .....

Date: .....

\_\_\_\_\_

There are two distinct categories of volunteers:

1) On behalf of:

If a volunteer is 'on behalf of', they will have been appointed by the organisation to act on its behalf and the organisation will be responsible for his or her acts. An 'on behalf of' relationship offers volunteers more support from the organisation. From the organisation's perspective, it offers the organisation more control over a volunteer's activities but the organisation also then becomes responsible for acts carried out by the volunteer as an agent of the organisation.

2) In aid of:

A volunteer acting 'in aid of' an organisation is raising funds but acting independently of the organisation. An organisation will often not know about the volunteer's acts. This will give volunteer fundraisers control over, and complete responsibility for the fundraising activity. Although the organisation therefore has less control, if fundraising methods are used of which the charity disapproves, action can be taken to prevent the fundraising.

Note: MUST\* and MUST NOT\* (with asterisk) denotes legal requirement