

RED CROSS
CALLING



Let's get knocking!

Tips and Talking Points

YOU'RE IN!

You've signed up to fundraise for Red Cross Calling during March – thank you! By fundraising in your community, you'll be helping Red Cross to support people in times of need, as well as making meaningful connections with your neighbours. Whether it's your first time or you've been doorknocking for years, we've collected a few tips to help you out.



Before you knock

1. **Practice.** Whether it's with family and friends, or just in front of the mirror, knowing what you want to say before you start knocking will help ease any nerves.
2. **Fill out our downloadable 'Coming soon' front door hangers** and drop them off to your allocated street the week before you knock.



On the day

3. **Always wear your ID badge.** This lets people know you're a volunteer collecting for Red Cross.
4. Doorknock when people are likely to be home: in the **early evening on weekdays, and during the day on weekends.**
5. **Be patient and polite:** ring or knock once and step back.
6. Donations of \$2 and above are tax-deductible. **Always offer a receipt.**



After

7. **Use your deposit slip** to return donations to your local Commonwealth bank. **Send your receipt book** back to Red Cross.
8. **Celebrate (and put your feet up)!** You've done important and hard work for Red Cross that will allow us to keep helping people through times of crisis.

We're here to help. If you have any questions or need additional kit materials, please give our **Red Cross Calling team** a call on 1800 RED CROSS (1800 733 276)



THEY'RE IN!

What to do when someone answers

When you knock on your neighbours' doors for Red Cross Calling, you're bound to be asked a few questions. Here are some of the most common, and our recommended answers.

Why are you here?

"I'm a volunteer with Red Cross and I've stopped by today to ask if you'd like to make a donation to the annual Red Cross Calling campaign, which has run for over 70 years. Your support will help Red Cross make a difference to the lives of those who need it most in Australia and overseas."

How will the money I give be used?

"All of the money I raise today will help Red Cross support people through crisis and disaster, right across Australia and our region. As an example of what your donation might be used for:

\$10 can give a hot healthy meal to a young person sleeping rough in one of our major cities.

\$15 can provide a regular check-in for someone who's isolated or experienced trauma.

\$20 can provide everyday essentials to a family who's lost their home in a disaster."

I want to donate but I only have small change.

"Thank you. The great thing about Red Cross Calling is that it's a nationwide event and every coin adds up to something much bigger. All donations over \$2 are tax deductible. Would you like a receipt?"

I would like to donate but don't have any cash on me.

"No problem (and thank you!). You can make a secure, fast donation online by searching RED CROSS ALL IN. You can also give via our website redcross.org.au."

I don't want to donate today.

"That's completely fine - giving a donation isn't possible for everyone. Instead, can I quickly let you know about an important free app that can help our community stay strong in times of disaster? Being in an emergency isn't something people usually think about or plan for. Red Cross has an app to help us get prepared. I'm asking the people I meet today to download it, so that all of us will be safer in the event of an emergency. The app is called Get Prepared, and you can find it though your mobile app store."

If there's a question you can't answer

Be honest, tell your neighbour you're not sure how to answer that one, but it's a good question. Then ask them to email their question to contactus@redcross.org.au or calling 1800 733 276.