

## RCC 2020 – Web resource for collectors

### Q&As:

#### **What does the money raised for Red Cross Calling go towards?**

Your donation will help people in so many ways. In Australia, we support young parents, refugees, young people sleeping rough, elderly people living alone, and we work to provide more opportunities in Aboriginal and Torres Strait Islander communities. Overseas we're on the ground after major disasters and stay in communities over the long haul helping them to recover. Your donation will help us empower people to reach their goals and get through tough times. Thank you for making a difference.

#### **Why are you fundraising when you just raised tens of millions for the bushfires?**

People across the country and around the world have been incredibly generous in donating to our Disaster Relief and Recovery fund. This will help support the long-term recovery work we're committed to doing in bushfire affected communities. We're also committed to our other work in communities across Australia and internationally - work that hasn't stopped, and still needs support while the bushfire relief effort continues.

Aside from our disaster recovery work, we also help in the following areas:

- Helping elderly and socially isolated Australians stay connected with their communities, including things like phone calls and regular visits from Red Cross volunteers.
- Assisting newly arrived migrants get settled in their communities, with things like connecting them to local services and getting kids set up to start school.
- Community outreach work to help people facing homelessness.
- Support and education for young parents.
- Tailored programs in Aboriginal and Torres Strait Islander communities.

#### **I saw in the news that Red Cross is only giving \$30million to bushfire victims and is keeping the rest of the money for future disasters. Is this true?**

This isn't true. We have a plan for both immediate and long-term assistance for bushfire-impacted communities, which is evolving as needs arise. You can stay up to date with how we're using the donations at <https://www.redcross.org.au/bushfirefunds>

#### **I heard that Red Cross keeps a lot of donated money for administration fees. Is this true?**

Every agency has necessary administration support costs, including tracking donations, managing grants, collecting and analysing information, reporting to donors and meeting legal, privacy and protection obligations. Red Cross always aims to keep these costs as low as possible. The administration costs for the Disaster Relief and Recovery Fund will be kept well under 10 cents in the dollar (in previous disasters, as low as 4 cents).

**I need/I know someone who needs financial assistance because I've been affected by the bushfires.**

Direct the person to [redcross.org.au/grants](https://www.redcross.org.au/grants) or have them call 1800 733 276.

**I already donated to the Disaster Relief and Recovery Fund.**

Thank you! We're working around the clock to put your donation to work, helping people impacted by the bushfires. We're also committed to our other work in communities across Australia and internationally - work that hasn't stopped, and still needs support while the bushfire relief effort continues. If you're able to donate today it would be much appreciated.

**Staying Safe**

Our priority is your safety. We understand that the bushfires have evoked many emotions in people, and being anxious or upset is a normal reaction. We've found that when we can have direct, one on one conversations with people they are understanding and happy to chat.

When out doorknocking, if you encounter anyone who is upset by the recent bushfires, you can:

- Use the leave behind card – offer comfort and a listening ear.
- Direct them to Red Cross' resources about recovering from emergencies: <https://www.redcross.org.au/get-help/emergencies/recovering-from-emergencies>.
- Anyone extremely distressed can contact Lifeline on 13 11 14, or in an emergency 000.

If you encounter anyone angry:

- If they are open to conversation, you can use the *How we are using funds* info sheet to discuss the bushfire donations.
- If they have questions you don't know the answer to, you can direct them to <https://www.redcross.org.au/bushfirefunds> or they can call our Customer Care team on 1800 RED CROSS (1800 733 276).
- Remember, aggressive behaviour and abuse is unacceptable. If you encounter this from any house you doorknock at please remove yourself from the situation immediately. Please do not argue with anyone. If you need support, you can speak to the Red Cross Calling team on 1800 RED CROSS (1800 733 276). In an emergency, call 000.