



## Online fundraising FAQ's

### **What is an individual?**

An individual page is a single person whose fundraising page is for themselves.

### **What is a team?**

A team page is where multiple individual pages join together to form a team and fundraise as a community. The person who creates the team page will be the team captain and there is no limit on how many people can join the team. A team can represent a Parish, a class, whole school or a group of family and friends.

### **Is there a limit on how many people can join my team?**

There is no limit to how many people can join your team. So you can have your whole community online!

### **How do I join a fundraising team?**

Select the event on the home page and search for your team using the search function. Once you are on the team page, click on the icon "*Join this team*" and follow the registration process. If you would like more information, [click here](#) to download the step by step procedures.

### **I have forgotten my individual fundraising page URL?**

All pages will begin with the URL link: <http://my.caritasfundraising.org.au/YOURLINK>. To see what your direct link is, log in and go to *Customise personal page* link under the *Fundraising* tab to view your individual fundraising page URL.

### **How do I personalise my fundraising page?**

When you are logged in, go to the *Fundraising tab* and click on the *Customise personal page* link. You can personalise your message, photos and videos.

### **Can I make my page private?**

When signing up, you can choose not to be searchable. This will make your page be listed as 'Anonymous' to the public if you are registered with a team page or listed as a top fundraiser on the score board. The only way family and friends could find your fundraising page to make a direct donation, is by giving them your personalised URL to your fundraising page.

### **How can I promote my fundraising page?**

Send an email to your family and friends with your personalised URL link and ask them to support your fundraising efforts. It is a good idea to keep them updated of your progress and thank them for their support. [Click here](#) for online fundraising tips.

### **Can I fundraise offline?**

By signing up online, we have granted you authority to collect donations online. If you wish to fundraise offline, please [contact us](#) and we can give you an authority to fundraise offline.

If family and friends have given you donations to support your efforts, you can pledge them as offline donations on your fundraising page once you have logged in, by going to the *Fundraising* tab and then clicking on the *Manage cash donations* link.

Send all offline donations to: Caritas Australia, GPO BOX 9830, Sydney NSW 2000, with your name and address so we can thank you and send you a receipt.

**How can Caritas Australia help me with my event?**

Caritas Australia is always grateful for the generosity and efforts by their fundraisers. We want to help you where we can, so if you need any resources for your event such as posters, t-shirts, literature or just help with setting up your fundraising page online we will be happy to assist you. Send an email to [communityfundraising@caritas.org.au](mailto:communityfundraising@caritas.org.au) or contact 1800 024 413.

**I have logged in but I am being asked to register for the event again. What should I do?**

You will need to login using the page of the event that you originally registered for. You should also double check that you have entered your login details on the correct fundraising event page. If you have any questions, please contact us at [communityfundraising@caritas.org.au](mailto:communityfundraising@caritas.org.au)

**Why do we ask for your date of birth in the registration process?**

If you are under 16 years old, we legally require that you seek permission to fundraise online from your parent or guardian before you agree to the term and conditions when you sign up for a fundraising page.

**Can I make a direct donation to Caritas Australia?**

Yes - You can make a direct donation to Caritas Australia by visiting: [www.caritas.org.au/donate](http://www.caritas.org.au/donate)

**Do I get a tax receipt?**

Yes, you will be emailed a receipt immediately after making an online donation. All donations over \$2 are tax deductible.

**What are Caritas Australia's administration costs?**

Caritas Australia works hard to make sure that as much aid as possible actually reaches those who need it. The administration to aid ratio of Caritas Australia is one of the best in the world. We keep our administration and fundraising costs at or below 10% of our income. 92% of all money raised by Caritas Australia during an emergency appeal is actually sent to that country.

**Can I donate to a team?**

You must select an individual in the team to make your donation to, but the donation to the individual will account to the team's total.