

Info on Collecting for Aviva Street Appeal



Tips for Collecting

Soliciting donations

Greet, smile and make eye contact with everyone.

Please stand if able to do so

Chairs are not available at most sites. If you need to sit, contact Aviva to arrange a site with seating.

Stay visible

If there are two of you, stand apart to increase your coverage. Try not to chat too much.

Ensure you are clearly identifiable

Wear your Aviva vest and ensure Aviva logos on materials face forward.

If they don't have cash, offer a donation card

Aviva will provide cards with online donation information.

Use your FAQs sheet to answer questions

If you cannot answer, direct them to contact Aviva at 0800 AVIVA NOW or community@aviva.org.nz.

Remember to thank donors sincerely

Offer a "thank you" sticker and wish them a great day.

Restrictions

Do not approach customers or rattle buckets

Please wait for customers to come to you.

Do not open your bucket or count the money

Aviva can provide collectors with their collection tally. (Buckets can be opened if someone asks for change).

Do not hand over your bucket to anyone

Unless identified as Aviva staff with an Aviva photo ID.

Respect your collection site

Follow any instructions from your site. Stay in your designated area and take any rubbish with you.

Do not handle complaints yourself

Direct complaints against you or other collectors to the site manager, and those against Aviva to Aviva.

Receipting

If someone makes a donation over \$5.00 and asks for a receipt, please record their full name, amount donated, and address or email on your Receipt Slip.

Returning Buckets

Return **unopened** buckets and materials to The Loft (Level 1, Eastgate Shopping Centre) or a pre-arranged alternative.

Drop-off hours below:

Friday 17th May: 9am–5pm

Saturday 18th May: 11am–5pm

Monday 20th May to Friday 24th May: 9am–5pm

FINAL DROP-OFF: FRIDAY 24TH MAY, 5PM

Make sure you have your:

- Aviva bucket
- Aviva vest
- Aviva Signage*
- Thank you stickers
- Donation Cards
- Receipt slip
- Pen
- Kiwibank Deposit Slip (if applicable)

*Unless otherwise specified, signs are given to the first volunteer then passed to the next, with the final volunteer at a site returning them to Aviva.

If you have any questions or concerns on the day, please contact:
027 342 1210 (Josephine)

FAQ's

Questions you may be asked about Aviva



Questions about Aviva

What does Aviva do?

Aviva supports people across Canterbury to overcome family and sexual violence. We are NOT Arvida, the privately owned retirement village.

Who does Aviva support?

Anyone experiencing or using violence, regardless of age, gender, sexuality, or socioeconomic status.

What makes Aviva different?

While we can help people into refuges or alternative safe accommodation, we prefer to focus on removing violence from family, not the family the home.

What services does Aviva offer?

- 24-hour phone advice, advocacy and support
- Ministry of Justice approved education programmes
- Sexual violence support for those aged 18 and over
- Tamariki & Rangatahi services for children and youth
- ReachOut for those using or at risk of using violence
- Seuga for supporting Pasifika men's wellbeing

Questions about donations

Why does Aviva need donations?

Calls for support are up 58%. Although we receive government funding, every year, we need to fundraise over half a million dollars to maintain our services.

Can I donate online?

Yes, absolutely. Go to aviva.org.nz.

Can I donate items?

We can always take non-perishable foods and new toiletries, but other items may depend on storage availability. Contact community@aviva.org.nz for more information or advice on where to go.

0800 28482 669

free 24h support line

Questions about accessing support or more information

How do I access support from Aviva?

Call 0800 AVIVA NOW (0800 28482 669) any time. Or walk into The Loft (Level 1, Eastgate Shopping Centre), open Monday-Friday, 9-5. If you're in immediate danger, dial 111.

I'm worried about a friend/family member

Call Aviva's helpline. Or go to aviva.org.nz and click on 'I Need Info' for further resources.

I'd like more information about violence/healthy relationships

Go to aviva.org.nz and click on 'I Need Info', or 'I Need Help' for more resources.

I'm not located in Christchurch. Can I still access support?

We provide support to North Canterbury, Selwyn, and Ashburton, and have alternative offices and meeting location available in those areas.

I'd like to help out in some other way

Go to Aviva's website (www.aviva.org.nz) and click on 'I Want to Help.' You'll find information on fundraising, volunteering and more.

Or email community@aviva.org.nz

Contact us

for volunteers: community@aviva.org.nz
for general enquiries: enquiries@aviva.org.nz
www.aviva.org.nz