

# 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](mailto: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](http://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](mailto: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](http://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](http://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](http://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](mailto:community@aviva.org.nz)

#### Contact us

for volunteers: [community@aviva.org.nz](mailto:community@aviva.org.nz)  
for general enquiries: [enquiries@aviva.org.nz](mailto:enquiries@aviva.org.nz)  
[www.aviva.org.nz](http://www.aviva.org.nz)