

Fundraising Operations Manual

Contents

1. Purpose.....	3
2. Scope.....	3
3. Key Principles	4
4. Before You Start Fundraising.....	4
5. Fundraising Approval Process	5
Step 1 – Submit a Request	5
Step 2 – SOA Review.....	5
Step 3 – Written Approval.....	6
6. Activities That May Need Additional Review	6
7. Approved Fundraising Systems and Platforms	6
8. Online Fundraising and Funraisin	7
9. Handling Fundraising Money	8
9.1 Cash Handling	8
9.2 Record Keeping.....	8
10. Fundraising Proceeds.....	8
11. Fundraising Expenses and Reimbursements.....	9
11.1 Reimbursement Process	9
11.2 Reimbursement Requirements	9
12. Donation Receipts	10
13. In-Kind Donations.....	10
14. Raffles and Prize-Based Fundraising.....	11
14.1 General Requirements.....	11
14.2 Rafflelink Platform.....	11
14.3 State and Territory Regulatory Information	12

15. Third-Party Fundraising	12
16. Events, Safety and Risk Management	13
17. Communications and Branding	13
18. Records, Monitoring and Compliance	14
19. Questions and Support	14

1. Purpose

- (a) This Manual explains how fundraising activities are to be run within Special Olympics Australia (SOA). It provides practical guidance for:
 - (i) State and Club Sub-Programs;
 - (ii) volunteers;
 - (iii) staff; and
 - (iv) Approved Fundraisers.
- (b) It also sets out:
 - (i) fundraising approval requirements;
 - (ii) financial controls;
 - (iii) fundraising processes;
 - (iv) responsibilities for fundraising activities; and
 - (v) record keeping and reporting requirements.
- (c) This Manual supports compliance with:
 - (i) fundraising and gaming laws;
 - (ii) Australian Charities and Not-for-profits Commission (ACNC) requirements;
 - (iii) Australian Taxation Office requirements; and
 - (iv) SOA policies.
- (d) If this Manual is inconsistent with GP-023 Fundraising Policy, GP-023 prevails.

2. Scope

- (a) This Manual applies to:
 - (i) SOA;
 - (ii) SOA State and Club Sub-Programs;
 - (iii) volunteers;
 - (iv) Approved Fundraisers; and
 - (v) any individual or organisation approved to fundraise for SOA.
- (b) It applies to all fundraising activities using:
 - (i) SOA's name;
 - (ii) SOA's fundraising authority; or
 - (iii) SOA-approved fundraising systems.

3. Key Principles

- (a) All fundraising activities must:
 - (i) support SOA's purpose and values;
 - (ii) be honest, respectful and safe;
 - (iii) comply with applicable laws and SOA policies;
 - (iv) protect SOA's reputation; and
 - (v) use approved fundraising and payment systems.
- (b) Fundraising activities must not:
 - (i) mislead donors or the public;
 - (ii) use personal bank accounts;
 - (iii) provide personal benefit from fundraising money; or
 - (iv) create unnecessary legal, financial or reputational risk.

4. Before You Start Fundraising

- (a) All fundraising activities need written approval from SOA before:
 - (i) advertising begins;
 - (ii) money is collected;
 - (iii) tickets are sold;
 - (iv) fundraising pages are created; or
 - (v) the activity starts.
- (b) Common examples include:
 - (i) sausage sizzles;
 - (ii) trivia nights;
 - (iii) raffles;
 - (iv) donation appeals;
 - (v) fundraising dinners;
 - (vi) online fundraising pages;
 - (vii) sale of goods;
 - (viii) team fundraising campaigns; and
 - (ix) community fundraising events.

- (c) External community and third-party fundraising activities may be registered through the SOA Support Us Hub [Support Us | Special Olympics Australia](#).
- (d) Fundraising activities conducted by SOA Sub-Programs and volunteers must be submitted through the applicable SOA fundraising approval form [Fundraising Request Form](#)
- (e) Individual athlete fundraising activities conducted directly through the Australian Sports Foundation (ASF) are managed under separate ASF processes and generally do not require approval under this Manual unless otherwise directed by SOA.
- (f) Sub-Programs, volunteers and third parties cannot approve fundraising activities themselves.

5. Fundraising Approval Process

Step 1 – Submit a Request

- (a) Before fundraising starts, the applicable SOA fundraising approval or registration process must be completed.
- (b) Depending on the activity, this may include information regarding:
 - (i) what the activity is;
 - (ii) what the fundraising will support;
 - (iii) how money will be collected;
 - (iv) expected fundraising target;
 - (v) expected expenses;
 - (vi) whether prizes or raffles are involved;
 - (vii) any external providers or platforms; and
 - (viii) any third-party involvement.
- (c) SOA may ask for additional information before making a decision.

Step 2 – SOA Review

- (a) SOA will review the request to make sure:
 - (i) the activity aligns with SOA values and purpose;
 - (ii) appropriate financial controls are in place;
 - (iii) risks are managed appropriately; and
 - (iv) approved fundraising systems will be used.
- (b) SOA may:

- (i) approve the activity;
 - (ii) approve the activity with conditions;
 - (iii) ask for more information; or
 - (iv) decline the activity.
- (c) Some fundraising activities may require additional review or information before approval can be provided.
- (d) Where sufficient information has been provided, SOA will generally aim to review fundraising requests within three (3) business days.

Step 3 – Written Approval

- (a) Fundraising activities must not begin until written approval has been received from SOA.
- (b) Approval may include specific conditions or requirements.

6. Activities That May Need Additional Review

- (a) Some fundraising activities may need additional review or controls because of the level of risk involved. This may include:
 - (i) raffles or prize-based fundraising;
 - (ii) online fundraising platforms;
 - (iii) large fundraising targets;
 - (iv) significant public advertising;
 - (v) corporate partnerships;
 - (vi) alcohol-related activities;
 - (vii) cash-heavy fundraising activities;
 - (viii) third-party fundraising; or
 - (ix) activities involving higher legal or reputational risk.
- (b) SOA may ask for additional information or safeguards before approving these activities.

7. Approved Fundraising Systems and Platforms

- (a) Only SOA-approved fundraising, payment and banking systems can be used. This includes:
 - (i) approved online fundraising platforms;
 - (ii) approved payment systems;

- (iii) approved banking arrangements; and
 - (iv) approved raffle or ticketing systems.
- (b) Personal bank accounts must never be used for fundraising activities.
- (c) Do not create fundraising pages, payment systems or banking arrangements without SOA approval.

8. Online Fundraising and Funraisin

- (a) Funraisin is SOAs approved online fundraising platform unless otherwise approved by SOA. Funraisin can be used for:
 - (i) online donation appeals;
 - (ii) peer-to-peer fundraising;
 - (iii) fundraising events;
 - (iv) team fundraising campaigns approved by SOA;
 - (v) community fundraising activities; and
 - (vi) approved registration or entry fee collection activities.
- (b) Individual athlete fundraising activities managed through the Australian Sports Foundation (ASF) are subject to separate ASF processes and are not generally managed through SOA fundraising systems or approval processes unless otherwise approved by SOA.
- (c) The fundraising tally shown on Funraisin may include:
 - (i) donations received;
 - (ii) transaction fees; and
 - (iii) optional platform contributions made by donors.
- (d) Donors can choose whether to make an optional contribution toward platform costs. These amounts are paid directly to the platform provider and are not retained by SOA or the Sub-Program.
- (e) Transaction fees and platform contributions may reduce the final amount remitted to the Sub-Program.
- (f) SOA finance reporting and remittance advice will show:
 - (i) donation amounts received;
 - (ii) transaction fees; and
 - (iii) platform contributions deducted where applicable.

- (g) Where possible, online fundraising and QR code donation methods should be used to reduce cash handling and simplify donation receipting.

9. Handling Fundraising Money

- (a) All money raised must be processed through SOA-approved systems.
- (b) Fundraising money must not:
 - (i) be paid into personal bank accounts;
 - (ii) be kept by individuals;
 - (iii) be used for personal benefit; or
 - (iv) be managed outside approved SOA processes.

9.1 Cash Handling

Where cash is collected:

- (a) cash should be counted by two people where possible;
- (b) cash totals should be recorded at the time of counting;
- (c) records should be kept of amounts collected;
- (d) funds should be deposited as soon as possible after the activity; and
- (e) any discrepancies should be reported to SOA.

9.2 Record Keeping

State and Club Sub-Programs and Approved Fundraisers should keep clear records of:

- (a) money raised;
- (b) donations received;
- (c) ticket sales;
- (d) expenses incurred; and
- (e) how fundraising activities were managed.

10. Fundraising Proceeds

- (a) All funds raised must be processed through SOA-approved systems before expenses are reimbursed.
- (b) This means:
 - (i) fundraising money should not be used to directly pay expenses;
 - (ii) approved expenses are reimbursed separately; and

- (iii) personal bank accounts must never be used.
- (c) Funds raised by State or Club Sub-Programs are generally intended to support local athlete programs and approved SOA activities unless otherwise agreed.
- (d) Fundraising proceeds must:
 - (i) support SOA's charitable purpose; and
 - (ii) align with the approved fundraising activity.

11. Fundraising Expenses and Reimbursements

Fundraising expenses must:

- (a) be reasonable;
- (b) directly relate to the approved activity; and
- (c) be identified during the approval process where possible.

11.1 Reimbursement Process

- (a) Approved fundraising expenses are reimbursed separately through SOA financial processes. This means:
 - (i) all fundraising money must be processed through SOA-approved systems first;
 - (ii) fundraising money should not be used to directly pay expenses;
 - (iii) cash collected at events should not be retained to cover costs; and
 - (iv) approved expenses are reimbursed after the activity.
- (b) Where possible, anticipated expenses should be included in the original fundraising request.

11.2 Reimbursement Requirements

- (a) To request reimbursement, Sub-Programs or volunteers must provide:
 - (i) receipts or invoices; and
 - (ii) enough information to explain what the expense relates to.
- (b) Examples of reimbursable expenses may include:
 - (i) venue hire;
 - (ii) approved equipment or supplies;
 - (iii) catering;
 - (iv) printing or promotional materials; and
 - (v) approved platform or payment processing costs.

- (c) SOA may refuse reimbursement where:
 - (i) expenses were not approved;
 - (ii) documentation is missing;
 - (iii) expenses are unrelated to the activity; or
 - (iv) expenses do not comply with SOA policies.
- (d) Sub-Programs and volunteers must apply GST treatment in accordance with OP-002 Sub-Program Financial Controls Manual and any guidance issued by SOA Finance and seek clarification from SOA Finance where uncertainty exists.

12. Donation Receipts

- (a) Donation receipts issued in the name of SOA must comply with SOA-approved formats, systems, and processes.
- (b) Sub-Programs managing their own financial ledgers may issue donation receipts in accordance with SOA requirements and any guidance issued by SOA Finance.
- (c) Donations of \$2 or more may be tax deductible where they constitute a genuine gift and meet Australian Taxation Office requirements under SOA's Deductible Gift Recipient (DGR) status.
- (d) Not all payments connected to fundraising activities are tax deductible.
- (e) Sub-Programs must maintain appropriate records supporting all donation receipts issued.

13. In-Kind Donations

- (a) In-kind donations are donated goods or services provided to support fundraising activities or SOA operations. Examples include:
 - (i) donated prizes;
 - (ii) venue hire;
 - (iii) catering;
 - (iv) equipment; or
 - (v) professional services.
- (b) In-kind donations must:
 - (i) align with SOA values;
 - (ii) be appropriately recorded; and
 - (iii) be approved where required.

- (c) SOA may decline donations that:
 - (i) create legal, financial or reputational risk;
 - (ii) create operational difficulties; or
 - (iii) are otherwise unsuitable.

14. Raffles and Prize-Based Fundraising

14.1 General Requirements

- (a) Raffles, lotteries and prize draws are subject to additional legal requirements in many States and Territories.
- (b) As with all fundraising activities, raffles and prize-based fundraising activities require written approval from SOA before they begin.
- (c) Different rules may apply depending on:
 - (i) the value of prizes;
 - (ii) whether tickets are sold online;
 - (iii) whether alcohol is included as a prize; and
 - (iv) the State or Territory where the raffle is run.
- (d) SOA may request additional information before approving raffle activities.
- (e) Where required, approved raffle activities must use SOA-approved raffle systems or platforms.

14.2 Rafflelink Platform

- (a) SOA may approve the use of the SOA-managed Rafflelink platform for approved online raffle activities.
- (b) Approved Fundraisers wishing to use the SOA-managed Rafflelink platform must:
 - (i) complete the applicable Rafflelink Request Form;
 - (ii) obtain SOA approval before access is provided;
 - (iii) comply with any platform-specific conditions or requirements;
 - (iv) obtain final approval before the raffle goes live; and
 - (v) complete any required post-raffle reporting processes.
- (c) SOA may impose additional conditions or request additional information for raffles conducted through Rafflelink, including in relation to:
 - (i) prize details and values;
 - (ii) ticket sales jurisdictions;

- (iii) raffle duration and draw processes;
 - (iv) prize fulfilment; and
 - (v) compliance with applicable legal requirements.
- (d) Additional operational guidance and resources relating to Rafflelink may be provided separately by SOA.

14.3 State and Territory Regulatory Information

Current raffle and gaming requirements are available from the regulators below:

Jurisdiction Regulator Information

NSW	<u>NSW Community Gaming and Fundraising</u>
VIC	<u>Victorian Gambling and Casino Control Commission</u>
QLD	<u>Queensland Office of Liquor and Gaming Regulation</u>
WA	<u>WA Department of Local Government, Sport and Cultural Industries</u>
SA	<u>Consumer and Business Services SA</u>
TAS	<u>Tasmanian Liquor and Gaming Commission</u>
ACT	<u>ACT Gambling and Racing Commission</u>
NT	<u>Northern Territory Licensing NT</u>

If you are unsure about raffle or gaming requirements, contact SOA before proceeding.

15. Third-Party Fundraising

- (a) Third parties must not fundraise using SOA's name or fundraising authority without approval.
- (b) Approved third-party fundraising activities must:
 - (i) comply with SOA policies;
 - (ii) use approved systems; and
 - (iii) follow any approval conditions.
- (c) SOA may withdraw approval if concerns arise regarding:
 - (i) compliance;

- (ii) reputational risk; or
- (iii) financial management.

16. Events, Safety and Risk Management

- (a) Fundraising events should be planned appropriately to ensure they are safe, well organised and comply with relevant requirements.
- (b) Depending on the activity, this may include:
 - (i) permits or council approvals;
 - (ii) food handling requirements;
 - (iii) volunteer roles and supervision;
 - (iv) first aid arrangements;
 - (v) emergency planning;
 - (vi) weather contingency planning; and
 - (vii) risk management controls.
- (c) Consider:
 - (i) who is responsible for setting up and packing down;
 - (ii) volunteer supervision during the event;
 - (iii) how cash and donations will be managed;
 - (iv) how participants and the public will be kept safe; and
 - (v) contingency plans if circumstances change.
- (d) Additional requirements may apply depending on the nature of the activity.

17. Communications and Branding

- (a) Fundraising communications and promotional materials must:
 - (i) clearly explain the purpose of the fundraising activity;
 - (ii) comply with SOA branding requirements;
 - (iii) protect donor privacy;
 - (iv) avoid misleading claims; and
 - (v) align with SOA values.
- (b) Fundraising pages, posters and social media should clearly explain:
 - (i) what the fundraising supports; and

- (ii) how donations will help athletes or programs.
- (c) SOA logos and branding must only be used for approved fundraising activities.
- (d) Approved Fundraisers should acknowledge and thank donors and supporters where appropriate.
- (e) Where fundraising activities involve third parties, sponsors or external organisations, communications must not suggest endorsement, partnership or approval beyond what has been authorised by SOA.
- (f) Donor, participant and volunteer information must be handled appropriately and in accordance with applicable privacy requirements and SOA policies.

18. Records, Monitoring and Compliance

- (a) SOA may request financial or operational information relating to fundraising activities.
- (b) State and Clubs Sub-Programs and Approved Fundraisers must:
 - (i) provide requested information;
 - (ii) maintain appropriate records;
 - (iii) cooperate with compliance reviews; and
 - (iv) comply with approval conditions.
- (c) Fundraising records must be retained in accordance with SOA financial and record management requirements.
- (d) Non-compliance may result in:
 - (i) withdrawal of approval;
 - (ii) additional controls or oversight;
 - (iii) suspension of fundraising authority; or
 - (iv) other action under SOA policies.

19. Questions and Support

- (a) Additional fundraising resources, templates and guidance materials may be available through the SOA Support Us Hub and Club Resource Centre.
- (b) Questions about fundraising activities, approvals or operational requirements should be directed to fundraising@specialolympics.com

Document Control Table

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