

Collecting for Marie Curie

A pocket guide



“Seeing the care they’ve provided to my family inspires me to raise as much money as possible. Collecting makes me feel like I’m giving back to the world and Marie Curie is such an important cause to raise money for!”

Ron has collected in West Yorkshire for 17 years and has had family and friends receive Marie Curie care.



Welcome!

Thank you for signing up to collect – **prepare to have bucketloads of fun!** A typical two-hour collection shift raises £85. That's enough to fund almost four hours of expert nursing care or five calls to our Support Line, so every shift can make a real difference.

Marie Curie provides a better end of life for more people, whatever the illness. **We're here for anyone living with any illness they're likely to die from**, and those close to them. We provide free palliative and end of life care, information and support. And we campaign for more people to have a better end of life and we even fund palliative care research.

This pocket guide will help prepare you for your collection, so you know what to expect on the day and where to find more information. It's packed with top tips to help you get the most from your fundraising.

Although the Great Daffodil Appeal and Christmas collections are our busiest times, **we collect throughout the year, all over the UK**. Details may vary depending on where and when your collection takes place. For example, the materials we give you as a collector might change. During the Great Daffodil Appeal, you'll be supplied with daffodil pins to give in exchange for donations. For the rest of the year, we'll supply stickers.

Preparing for your collection

Your confirmation email or letter will include details about your collection. If this is your first collection, your local Community Fundraiser or Collection Host should be in touch ahead of your shift. They'll confirm time, place, date and other details, and can answer any questions. You can also ask our Supporter Relations team by calling **0800 716 146*** (Monday to Friday, 9am to 5pm).

You may be collecting indoors at a supermarket or your collection may be outside. We recommend you prepare for all weathers. Bring layers, waterproofs and, if needed, a hat and gloves. If the weather is warm, don't forget to wear SPF and bring a bottle of water.

Before your collection, make sure you're familiar with the services and support Marie Curie provides, so you can talk with confidence if people ask you about how their donation will help. We've included some questions people might ask at the end of this guide, so please take some time to read through them.

Become a Collections Host and help make our collections sparkle!

If you'd like to go the extra mile this year, why not become a Collections Host? You'll support our loyal and passionate collectors, ensuring they have everything they need for their shift and being on hand to answer any questions on the day. It's a flexible, sociable role that's perfect if you enjoy working with others and want to make a real difference. To find out more, speak to your Community Fundraiser.



Volunteering with friends and family

If you'd like to collect with someone else, please contact your Community Fundraiser – you'll find their number in your confirmation email or letter. They can advise if that's allowed at the venue you've signed up to.

While Under 16s aren't legally allowed to collect (so can't hold a bucket or tin), they're still welcome to come along and join the fun, but please do let your Community Fundraiser know in advance.

Changing or cancelling your shift

If you can't collect for us for any reason, please contact your Community Fundraiser as soon as you can to cancel your booking. The average collection shift raises £85 which makes a big difference to the people we support.

By letting us know, we can try to fill your spot and keep the donations flowing. If you have a friend, colleague or family who can take your place, your Community Fundraiser can book them and provide all the information. You can also contact our Supporter Relations team on **0800 716 146*** (Monday to Friday, 9am to 5pm).

Want to make collecting even better?

Bring a friend, family or colleague! Double the fun, double the donations – and the impact. A bit of healthy competition doesn't hurt either!

*Calls are free from landlines and mobile phones. Your call may be recorded for quality and training purposes.

Can I bring my dog?

Some sites may let you collect with your dog, but again, you'll need to check with your Community Fundraiser ahead of the collection.

We'd love to see you and your furry friend collecting so don't forget to take some photos. Post them on Facebook, Instagram or X (formerly Twitter), and tag **@mariecurieuk** on your post.



What to expect on the day

Your confirmation email or letter will include important information specific to your collection, so please read it carefully.

Arrive 15 minutes before your shift is due to start to give you time to sign-in at customer services and register your car, bike or van if it's parked on the venue. You'll also need to fill in an Event Volunteer Information Card we'll give you (or an OSCR charity regulator form in Scotland) with details of an emergency contact, like a partner or friend. Make sure you carry the card or form with you, just in case.

We aim to have a Collection Host at most of our collection sites to meet you and give all the support and materials you need. If that's not possible for your collection, your Community Fundraiser will be in touch and arrange delivery of your collection kit. They'll also make sure you have all the information you need before and after your shift.

Where possible, we'll provide a table at the venue to rest your tin or bucket. If a table isn't available, we suggest standing somewhere where people can see you easily that won't restrict customer access to exits or walkways.

It's important to follow the collection venue's internal procedures. If you're unsure where to stand, just ask a member of staff.

Top tips for a successful collection

Stand out from the crowd

You can never wear too much yellow! You'll be given a yellow Marie Curie tabard to wear, and depending on the time of year, the iconic Great Daffodil Appeal hat or yellow Santa hat (optional, but highly recommended) to help you really stand out.

If it's your sort of thing, you could also wear fancy dress! Don't forget to send us your photos, we'd love to see you out collecting. Share your pictures on social media tagging **@mariecurieuk** or email us at **social.media@mariecurie.org.uk**

Smile!

Share a smile and make eye contact – people are much more likely to donate when you look welcoming and like you're enjoying yourself. Let members of the public come to you in their own time. Don't directly ask for donations, and please avoid shaking the tin or bucket.

Boost your total with matched funding

Some employers or local businesses will match your final fundraising total so don't forget to ask. Speak to your Community Fundraiser if you want any advice on match funding and how it works.

Talk to people about their experiences

One of the lovely things about collecting is hearing people's stories. Often, members of the public will talk about their loved ones and personal connections to Marie Curie, which can be a great reminder of the impact the money you collect will make.

However, we know these conversations can sometimes bring up difficult feelings for all involved. If you need to, please do chat to your Community Fundraiser about anything that's come up after your collection. Be respectful of personal space and responsive to any signs that someone does not want to continue a conversation or donate.

Cash donations

Make sure that all cash donations go straight into your collection tin or bucket. Where possible, allow members of the public to insert their cash donation directly into the collection tin or bucket themselves. Handling the money yourself or putting it into your bag or pocket might concern people.

Contactless donations

We aim to have a contactless donation option at our collections, so you may have a contactless unit or laminated QR code on your table. Your Community Fundraiser or Collection Host will explain how the contactless machines and QR codes work.

If using a contactless unit, you will be asked to read and sign our contactless guidance which ensures that you know how to take payments safely.

“Shoppers are now used to paying for things by card and seem to expect to be able to donate by card as well as cash at collections within supermarkets.”

Val Sawdy, volunteer with
Poole Fundraising Group



“I enjoy collecting because you’re giving back to the people who gave you so much in the first place. It makes you feel good, doing something good. I came home from those days beaming.”

Natalie Moore, whose grandad, Graham receive care at Marie Curie Hospice, Cardiff and the Vale





Keeping money safe

If you need the toilet, leave your tin with your Collection Host, allocated member of staff or at the customer services desk. In the unlikely event that someone tries to steal your tin, put your safety first and give up the tin. If this does happen, please contact your Community Fundraiser or Collection Host.

If you need to bank the money you collected yourself, your Community Fundraiser will provide all the information you need to do this safely.

Keeping yourself and others safe

Marie Curie is committed to safeguarding adults and children and protecting all our people from harm. We want to protect you and keep you safe. We also expect you to protect others you meet while volunteering.

If you have any concerns about an adult or child possibly being abused or neglected, then please tell someone. You can tell your Community Fundraiser, or you can contact Supporter Relations on **0800 716 146*** (Monday to Friday, 9am to 5pm). In an emergency or if someone is in danger, call **999**.

If you experience any abuse yourself, then please tell someone – it's rare but if it should happen, we're here to support you. This could be verbal, physical, or discriminatory abuse. Again, please tell your Community Fundraiser or contact the Supporter Relations team.

*Calls are free from landlines and mobile phones. Your call may be recorded for quality and training purposes.



Marie Curie

I'm volunt



Frequently asked questions

One of the most rewarding things about volunteering for Marie Curie is getting the chance to meet the people in your community. It's a brilliant opportunity to spread the word about our vital work. To help you talk about Marie Curie, we've put together a list of the questions our volunteers are most often asked by the public. Keep it handy and you'll have the answers at your fingertips.

What does Marie Curie do?

Marie Curie provides a better end of life for more people, whatever the illness. We're here for anyone living with any illness they're likely to die from, and those close to them.

- Marie Curie Nurses and healthcare professionals provide free expert hospice care, whatever the illness, in the comfort of their home or in one of our hospices.
- Anyone can contact our Support Line or visit our website for practical information and emotional support on living with a terminal illness, caring for a loved one, or coping with grief and bereavement.
- We also do vital research and campaign to improve end of life care and support for everyone across the UK.

How does each donation help?

Even the smallest donations can make a difference.

- £5 could fund heating in a hospice for an hour.
- £17 could fund a Support Line call or webchat.
- £23 could fund an hour of expert nursing care.

How can I get support from Marie Curie?

If you're living with a terminal illness, or a family member or friend is, you can request support from a Marie Curie Nurse or Hospice through a GP, district nurse, hospital nurse or consultant. You can also call our free Support Line on **0800 090 2309*** whether you're living with or caring for someone who has a terminal illness, and whatever your situation.

How much care and support do you provide?

Last year, our nursing teams supported more than 42,000 people and more than 21,000 people used our Support Line and web services.

*Visit mariecurie.org.uk/information for opening times. Calls are free from landlines and mobile phones. Your call may be recorded for quality and training purposes.

How much should I give for a daffodil?

Every penny counts. Please give anything you can. Most people give between £1 and £5.

How much do the daffodils cost to make?

About 9p each.

What is the difference between a Marie Curie Nurse and a Macmillan Nurse?

Marie Curie Nurses give practical, hands-on care to help people with any terminal illness remain at home. They will often spend a whole nine-hour shift, usually at night, with one patient and their family. Macmillan Nurses are community-based and offer free advice and support to people with cancer, usually for an hour at a time.



“I did my first collection in 2006. I only did a few hours, but I was totally committed. It’s wonderful, the friendships one makes. I feel privileged that people share their experiences with us. How grateful they are – like myself – for the Marie Curie Nurses and Healthcare Assistants.”

Mair has collected in Wales for almost 20 years. Her husband had Marie Curie care.



Get snap happy

We love seeing you out volunteering! So don't forget to share your pictures with us on social media:



[mariecurieuk](https://www.mariecurieuk.org)

social.media@mariecurie.org.uk



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