

# FAQ for Big Hearted Gift Stalls



## What are Big Hearted Gifts?

Big Hearted Gifts are beautiful cards representing meaningful gifts to people in developing countries. While you give a gorgeous card, someone in a developing country receives a much-needed gift to improve their hygiene, safety or livelihood. For more information as to how the Big Hearted Gift works, please visit: <https://baptistworldaid.org.au/faith-in-action/big-hearted-gifts/gifts-with-a-difference/>

## What is a Big Hearted Gifts stall?

To give people the chance to purchase a Big Hearted Gift, we encourage churches, schools, universities and community groups to host a stall. Anyone can run a stall, it's simple, fun and easy!

We send out a pack complete with cards, posters, instructions and everything else you need to set up and run your stall. It's also a great way to get to know people in your community and have good conversations. To see the full range of the cards, please visit: <https://baptistworldaid.org.au/product-category/all-cards/>.

## What sort of help or support do I receive to help me run a Big Hearted Gift Stall?

If you're registered to run a physical Big Hearted Gift Stall, we will prepare a pack for you. This will be mailed out to you for you to run your stall. The pack includes:

- Selection of Big Hearted Gift cards
- Donation forms
- Catalogues of the cards
- 2x A3 posters to promote the cards
- String and pegs to help decorate
- Wrapping paper (for you or to help decorate)
- Instruction manual to help guide you through the process
- Colouring in sheets for children
- A4 strut card to promote your stall



Please note, this year, we will **not** be sending a plastic table cloth because we're trying to reduce the plastic used.

You will also receive a selection of online resources, such as Powerpoint presentations, photos and draft email/social media copy to help you promote your stall online.

If you are just running an online stall, we will send you the online resources but not a physical pack.

Throughout the Big Hearted Gift Stall experience, you can contact Tish – the Big Hearted Gifts Coordinator at any time by emailing [gifts@baptistworldaid.org.au](mailto:gifts@baptistworldaid.org.au), you can also reach out to our friendly Supporter Services team on 1300 789 991. She will also contact you periodically while you're running your stall to check-in and for you to ask any questions and share stories.

### **How do I register?**

Please register through the website at <https://baptistworldaid.org.au/faith-in-action/big-hearted-gifts/>. Alternatively, if you are keen to register but have further questions, please contact Natasha (Big Hearted Gifts Coordinator) by emailing [gifts@baptistworldaid.org.au](mailto:gifts@baptistworldaid.org.au), or give us a call on 1300 789 991.

### **Can I run a stall online or does it have to be in person at my church? / How do I run my BHG stall if my church isn't open because of covid?**

This year we're introducing online stalls so you can still help people in poverty by selling Big Hearted Gift cards, while staying covid safe. We're currently in the process of building this system, but as a registered host, once it is launched we will send you a link to your personalised online Big Hearted Gift Stall. You will be able to share this link with your church, friends and family to encourage them to buy Big Hearted Gift cards. We will also send you online resources and materials to help you promote your stall.

If you would like to be part of the team of Big Hearted Gift Stall hosts testing and piloting the new online stall, please email [gifts@baptistworldaid.org.au](mailto:gifts@baptistworldaid.org.au).

### **How does the online gift stall work?**

Once the online gift stall system is up and running, as a registered host you will receive a link to your personalised online gift stall. You can then share this link with your church, friends and family and encourage them to purchase Big Hearted Gift cards using your link. Any purchases people make on this link will be tracked back to your Gift Stall and attributed to you and your church.

You will not have to distribute cards, we will mail them from our head office. Card orders will be packed every Thursday and mailed every Friday, so please remind your family and friends to order with plenty of time for the mail to arrive. This is to reduce the amount of work for online-only gift stall hosts, but also to reduce the risk of spreading covid.

**Will there be any mailing delays because of covid? / Why are my cards/pack taking longer to arrive?**

Yes, unfortunately because of covid lockdowns and an increase in online orders and the usual increase in mail at Christmas, you can expect delays in mail with Australia Post. To reduce the risk of spreading covid this year, each week we'll be packing orders on Thursdays and mailing on Fridays, rather than throughout the week. Please make sure you order with plenty of time for your cards to reach you. We recommend ordering up to 2 weeks in advance to make sure they get to you on time.

**Do I have to run the stall just at my church?**

No, you can run your gift stall wherever you like! Most gift stall hosts run their stall in their church foyer, but we also have hosts running stalls in their schools, at public markets, in their shop or workplace. Please share where you're running your stall when you register so we can best support you. This year, we'll also have online gift stalls, so if your area/church is in lockdown you can even run your stall just online.

**How do I run my physical stall?**

We'll send out the pack with all the cards, posters, donation forms and an instruction booklet which tells you all about how to set up and run your stall, and how to send the donations back to us. You can also ring or email Tish (Big Hearted Gifts Coordinator) anytime to ask for help. Just a note - there shouldn't be any costs for you in running a stall (unless you purchase cards).

There are essentially three steps in running a stall:

1. You set up and run the stall wherever you like (and have permission to be) and chat to people about the cards as they come up. We'll send you some promotional resources online if you want to take it to the next level and promote your stall further too!
2. When someone decides to make a purchase there are two ways they can do it:

- a. Online: give them your personalised url so they can select and order cards online. These will then be mailed to them from our head office. This is great for credit card payments!
  - b. With a paper form: when someone wants to pay in cash or credit card (but not online) please make sure they fill in a paper donation form so we can issue them with a tax receipt.
3. Every few weeks, please send in donation forms and cash donations so that we can honour people donations on time

### **Can I order more cards or donation forms for my stall?**

Yes - If you need more resources or Big Hearted Gift cards please contact our friendly Supporter Services team on 1300 789 991 or email Tish (Big Hearted Gifts Coordinator) at [gifts@baptistworldaid.org.au](mailto:gifts@baptistworldaid.org.au).

### **How long will it take to receive more resources?**

Please allow up to 1-2 weeks for your requested resources to arrive. If your request is urgent please call the office between Monday and Friday on 1300 789 991. If you call before 1pm we will do our best to post the cards out the same business day.

If the cards are required before Christmas, please ensure that the order reaches Baptist World Aid Australia before **Thursday 3rd December 2020**.

### **When can I run a stall?**

You can run a stall at any time of the year. While churches often host at Christmas, we understand it can be a busy time of year. Easter, Fathers' and Mothers' day are also popular times to host a stall.

If you ever need extra resources or have any questions please contact Tish – the Big Hearted Gifts Coordinator at [gifts@baptistworldaid.org.au](mailto:gifts@baptistworldaid.org.au), you can also reach out to our friendly Supporter Services team on 1300 789 991.

### **Where else can people buy gift cards?**

People can place orders directly with Baptist World Aid Australia by:

- Visiting our website <https://baptistworldaid.org.au/gifts>

- Calling Baptist World Aid Australia's Office on 1300 789 991 during NSW office hours
- Using the Big Hearted Gifts catalogue to place an order through the mail



### When do I send donation forms and payments back?

- To help our Supporter Services team honour people's gifts, promptly process credit card donations and issue receipts, please send donation forms to our office every few weeks if you're hosting a stall over several months.
- In months when you have a high number of purchases (eg. Christmas and Easter), you may choose to post donation forms to Baptist World Aid Australia more frequently.

### Can I run a Big Hearted Gifts stall at other times of the year?

We'd love you to! There are so many opportunities throughout the year to host stalls, such as Easter, Mother's Day, Father's Day, or school fetes. Get in contact with us and we'll send you what you need!

### What is the last date I can send back donation forms?

Gift Stall period	Latest donation form return date
Christmas Gift Stalls	January 31st
Easter Gift Stalls	April 30th
Mother's Day Stalls	May 31st
Father's Day Stalls	September 30th