

## Legacy Week 2024 Site Coordinator Handbook

We want to express our heartfelt gratitude to all Legatees and volunteers for your tremendous efforts in making Legacy Week an outstanding success. This campaign would not have been possible without your generous donation of time, patience, and resources!

### Key Contacts

EVENT MANAGERS			
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MEDIA			
<i>All incoming media inquiries must be directed to Head of Fundraising, Marketing and Communications and any media interviews or story placement must be with approval and coordination with Head of FRMC. If approached by the media please advise you will collect their details and forward to Media Team.</i>			
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**The Legacy Club of Brisbane Limited**  
Supporting our veterans' families

**Patrons:** Her Excellency the Honourable Dr Jeannette Young AC  
PSM, Governor of Queensland and Professor Graeme Nimmo  
RFD

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## Message from Dr. Annabel McGuire, Legacy President

Dear Legacy Family,

Thank you for stepping up to support Legacy Week 2024. It is a fantastic chance to talk with neighbours and community in your area and promote the wonderful work Legacy had been doing for more than a century. Legacy week is an opportunity to raise important funds to support our widows, young families (including some widowers), children and People with a Disability. It is also an opportunity to tell people about what we do and, if the opportunity presents itself, talk to them about whether they would like to join the Legacy Family.



Like many of the recent years, 'flu and COVID are still very active in our community. Please think about your own health as you consider when and for how long you can support our collection stations. We need you. Thank you again.

Yours in Legacy

**Dr. Annabel McGuire**

President, Legacy Brisbane

## Message from Brendan Cox, CEO

Dear Legatees, Staff, Volunteers and Supporters of Legacy Week 2024,

I wish to reiterate the message of the President and although the COVID years are moving further behind us the dreaded Flu season and remnants of COVID still remain in the community so please look after your health first and the bears/badges second!!

The purpose of this handbook is to guide you in applying safe practices and enable your decision making in regard to your safe conduct of Legacy week.

I once again thank Sarah Calderwood from the Legacy Brisbane Fundraising Team who has consulted widely in compiling the details in this book.

Thank you to everyone who makes Legacy Week a success. It is a Legacy Family effort. Our Legacy Family is important to us, and your safety is our paramount concern. Please be careful and I thank you in advance for your support.

Yours in Legacy,  
**Brendan Cox**  
CEO, Legacy Brisbane



# Key Messages

## Messages

In 1923, Legacy made a promise to help families continue with their lives after the loss or injury of a loved one in military service. 100 years on, we still ensure these families always have someone to turn to for support – currently supporting over 5,700 widows, widowers and families across South-East, Central and Western Queensland.

## Figures

- **Across Australia**, Legacy clubs supports 44,000 people to ensure they suffer no social or financial disadvantage due to the loss or incapacitation of a veteran.
- **Across South-East, Central and Western Queensland**, Legacy Brisbane supports 3,681 widow(er)s, 217 youth and 118 people with a disability. To ensure Service delivery within each community, Legacy Brisbane relies on the support of 280 dedicated volunteers known as Legatees. The club supports 18 partners of veterans who have given their health, and 46 of their children, through the Family Assist Program.
- **Across Country Queensland**: Legacy Brisbane supports 106 widow(er)s, 8 youth, 3 people with a disability, and relies on the support of dedicated Legatees.
- **Across Rockhampton and Central Queensland**, Legacy Brisbane supports 252 widow(er)s, 12 youth, 4 people with disability, and relies on the support of dedicated Legatees.
- **Across the Fraser Burnett region**, Legacy Brisbane supports 404 widow(er)s, 9 youth, 3 people with disability, and relies on the support of dedicated Legatees.
- **Across the Sunshine Coast**, Legacy Brisbane supports 634 widow(er)s, 29 youth, 17 people with disability, and relies on the support of dedicated Legatees.
- **Across Greater Brisbane**, Legacy Brisbane supports 2,649 widow(er)s, 159 youth, 91 people with disability, and relies on the support of dedicated Legatees.

**NOTE:** All incoming media inquiries must be directed to Head of Fundraising, Marketing and Communications and any media interviews or story placement must be with approval and coordination with Head of FRMC.

## Key People

**Dr. Annabel McGuire**  
**President, Legacy Brisbane**









**Brendan Cox**  
**Chief Executive Officer, Legacy Brisbane**

## Media Contact

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Head of Fundraising, Marketing &  
Communications, Legacy Brisbane  
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## 2024 Merchandise

\$	ITEM NAME	
2	Silver Disc	
5	Yellow	
5	Blue Shield	
5	Green Antique	
5	Tricolour	
10	Blue Circle	
10	Black Oval \$10 (HTS)	
10	Black Circle (2024)	
50	Purple Rectangle	
2	Wristband – Camo	
2	Wristband – Blue	
2	Wristband – Pink	
7	Paracord – Camo	
7	Paracord – Red	
5	Keyring Bear	
5	Pen – Blue or Red	

\$	BEARS	
20	Army Cams – Green	
20	Navy Cams – Gray	
20	RAAF Cams – Blue	
20	Nurse	
20	Female Army	
25	Centenary Army	
25	Centenary Navy	
25	Centenary RAAF Pilot	

# Banking

We estimate that cash will once again be the most popular form of currency for Legacy Week (but only just – EFT payment is rising year on year).

Please note: There is no float component included with your merch or collateral.

Please find included a Daily Takings Tracker sheet for each site that we ask that you use. If you have any questions about this tracker, please call 07 3029 5678. This tracker means we can easily identify high performing sites and return-on-investment for sites that are paid for.

## NAB Deposit Only Cards

As all banks move away from handling cash, particularly coins and want customers to use automated machines we are issuing you with a Deposit Only card linked to the Legacy Brisbane Gift Fund. This will allow you to use the Coin Deposit Machines in those NAB branches that have them.

Things to note:

### Bank Account

The card when used in the Coin Deposit Machine is linked directly to the Brisbane Legacy Gift Fund.

Over the counter the NAB staff can see all Legacy Brisbane's accounts, however if they look at the card (within the system) the counter staff will see it is linked only to the Gift Fund.

The card is essential to allow use of the machine.

### Coin Deposit Machines

Instructions for use of the machine appear on screen. When finished, the machine will issue a receipt.

There is no location, agency code or reference able to be recorded against the deposit. Below are the two types of reference we may see against the deposit. At best, a trace (which may take 4 weeks) will be able to tell us the location.

26/07/2023	DEPOSIT COIN DEPOSIT	07/08/2023	DEPOSIT COIN SWAP
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Please send details of the deposit ASAP to [finance@legacybrisbane.org.au](mailto:finance@legacybrisbane.org.au) via photo emailed or a general email message or text to Pam letting us know what the deposit relates to, eg, RSL location tin hat, Bunnings BBQ at Redcliffe. This will allow us to correctly record the details, otherwise it will be recorded as an Anonymous donation, without credit to the contact group.

## Coin Deposit Machines

Coin Deposit Machines let you deposit up to \$5,000 worth of coins each day into a NAB account. They're free, and a time-saver (you don't need to wait for a teller or count the coins yourself).

Deposits are processed to your nominated account at the close of business each day. The Coin Deposit Machine will give you a receipt confirming your deposit.

To use a Coin Deposit Machine, you will need a NAB card linked to a NAB Account.

Coin Deposit Machines are available at many branches across Australia. Check whether your [local branch has a Coin Deposit Machine](#).

Source: NAB website 18/05/2023

## Over the counter

If using the card over the counter rather than a deposit slip we need you to ask the staff to include an agent code or reference with the deposit. Alternatively, please email [finance@legacybrisbane.org.au](mailto:finance@legacybrisbane.org.au) letting us know what the deposit relates to e.g. RSL location tin hat, Bunnings BBQ at Redcliffe. This will allow us to correctly record the details, otherwise it will be recorded as an Anonymous donation.

The reference finance will see in the bank transactions if no reference is included is:

09/08/2023 DEPOSIT  
CASH AND/OR CHEQUES

## Smart ATMs

A PIN is attached to the card and set to 1923. This allows use of the Smart ATMs to deposit notes only.

Damaged notes (i.e. those that are folded, creased, torn, bent corners etc.) are not accepted by the machine and need to be deposited over the counter.

If the Smart ATM you are using allows please include a reference on the deposit. Otherwise please send through details of what the deposit relates to as per above.

## NAB Express Deposit Bags

If you are using the Express Deposit Bags, please follow these steps:

1. Head to [nab.com.au/ebd](http://nab.com.au/ebd). If you have a mobile phone or a tablet, you can scan the QR code on the EBD bag and this will take you to the site.
2. Enter your details, site location, and Legacy's BSB and account number (see below).
3. Enter the bag number - this is the barcode number found on the bottom right-hand corner of the bag.
4. Enter your **Group Banking Code** under 'Store number'.
5. Enter the total value of all the notes and coins.
6. Review your deposit to make sure everything is correct. Then 'Submit Deposit'.
7. Deposit your EBD bag to your nearest branch - you don't need to include the printed confirmation.

**IMPORTANT:** If your deposit contains notes, it must meet the minimum \$500 deposit limit. This minimum deposit limit doesn't apply if your EBD bag contains coins only - however, the coins must not exceed \$300.

### Group Banking Codes

03 Gympie	04 Longreach	09 Wynnum	10 Redcliffe
19 Warwick	17 Redlands	21 South East	22 North East
23 North West	24 South West	26 Logan	27 Sunshine Coast
<b>Banking Account Details:</b>	<i>Brisbane Legacy Gift Fund</i> <i>BSB: 084 034</i> <i>ACC: 48823 9911</i>		

### Banking at AusPost

NAB banking can be accessed at 3500 participating Post Offices. Visit [nab.com.au/bankatpost](http://nab.com.au/bankatpost) to find your nearest Post Office offering Bank@Post.

Cash & cheque deposits

Cash and cheques can be deposited using the NAB chip enabled card and PIN (1923) or barcoded deposit slip.

# Cashless Transactions

## Zeller EFT Machines

Legacy is now using Zeller EFT terminals for cashless transactions. Please note - they do not have a merchandise component included, they just take payment. Each Zeller has a sim card for connectivity – you do not need wi-fi.

### What it does:

- Takes cashless payments and donations from Visa, MasterCard and AMEX
- Prints physical donation payment receipt or send via sms or email
- Issues refunds
- Displays total funds raised
- Midnight daily settlement

### What it doesn't do:

- Tracks merch sold
- That's about it, really. They are incredibly easy to use machines – we love them!

For a detailed breakdown on how to use the Zeller machines, please visit the Legacy Brisbane YouTube account or type in this link:

<https://www.youtube.com/watch?v=16FXw2O3jPM>

# THANK YOU.