



## Frequently Asked Questions

### **Q: What is Women's Aid?**

A: Women's Aid is a leading national organization that works to combat domestic violence and provide support to women and children affected by abuse. We offer a range of services and support to empower survivors and raise awareness about domestic violence. Find out more at [www.womensaid.ie](http://www.womensaid.ie)

### **Q: How can I contact Women's Aid for help or support?**

A: You can contact Women's Aid through our National Freephone helpline on 1800 341 900 or visit [www.womensaid.ie](http://www.womensaid.ie). Our trained team are available to offer confidential support and information 24 hours a day, seven days a week.

### **Q: What services does Women's Aid provide?**

A: Women's Aid offers a range of services, including a national helpline, instant messaging services, one-to-one support, information, and resources to help women experiencing domestic violence. We also work in the areas of advocacy, research, and public awareness campaigns.

### **Q: Is the support provided by Women's Aid confidential?**

A: Yes, all the support and services provided by Women's Aid are completely free and confidential. We prioritise the privacy and safety of everyone that avails of our services.

### **Q: How can I support Women's Aid's work?**

A: You can support Women's Aid by making a regular donation to ensure our vital services and supports are available for women when they need them.

### **Q: Does Women's Aid offer support to men affected by domestic violence?**

A: Women's Aid supports men who contact the 24hr National Freephone Helpline [1800 341 900](tel:1800341900) and Instant Message Support Service who may be concerned about a family member, friend or colleague. We also assist male

victims of abuse and refer to [www.alwayshere.ie](http://www.alwayshere.ie) and relevant organisations including the [National Male Advice Line 1800 816 588](http://www.nationalmaleadvice.ie)

**Q: How can I learn more about domestic violence and its impact?**

A: Women's Aid offers resources, educational materials, and information on our website ([www.womensaid.ie](http://www.womensaid.ie)) to help you understand domestic violence and its effects. You can also reach out to us for educational workshops and training.

**Q: What should I do if I or someone I know is in an abusive relationship?**

A: If you or someone you know is in an abusive relationship, please reach out to Women's Aid's helpline on 1800 341 900. We can provide guidance and support to help you or your loved one stay safe and seek help. You can also find out information and guidance at [www.womensaid.ie](http://www.womensaid.ie)

**Q: Does Women's Aid work with other organizations to combat domestic violence?**

A: Yes, Women's Aid cooperates with other organizations, government agencies, and stakeholders to raise awareness, advocate for policy changes, and improve services for those affected by domestic violence across Ireland.

**Fundraising for Women's Aid**

**Q. What is Direct Dialogue fundraising?**

A: Direct Dialogue fundraising includes Face-to-Face fundraising which takes place on the street and in private sites. This method is characterised by an individual, who represents Women's Aid, inviting a member of the public to consider making ongoing monthly donations via credit/debit card or direct debit from their bank.

**Q: Are the fundraisers directly employed by Women's Aid?**

A: Women's Aid works with professional fundraising agencies and uses face-to-face agencies to sign up and communicate with potential supporters.

**Q: Why does Women's Aid use Face-to-Face fundraising?**

A: Face-to-face fundraising allows Women's Aid to recruit donors on a long-term and committed basis, ensuring we can continue to fund our vital work.

**Q: Is Face-to-Face fundraising effective?**

A: Yes, Face-to-Face fundraising has remained effective, even during economic downturns, when other forms of fundraising may decline.

**Q: What if I'm not interested in engaging with a face-to-face fundraiser?**

A: Women's Aid ensures that their fundraisers respect your decision if you decline to engage with them. Excessive pressure or guilt is not used when communicating with the public.

**Q: Why is regular giving important?**

A: Regular giving provides Women's Aid with a stable and dependable income, enabling us to plan for the future and carry out long-term projects and campaigns.

**Q: Are the fundraisers trained?**

A: Yes, all fundraisers receive full training and briefings to ensure they are well-informed and professional when representing Women's Aid.

**Q: What happens once I sign up as a donor?**

A: Once you sign up as a donor, you will receive a confirmation text and email, followed by a call. You can give regular donations through direct debit or by debit/credit card and will receive a welcome pack, ongoing communications as agreed and invitations to events.

**Q. How will my donation be used?**

A: With your wonderful support, Women's Aid will make sure that day or night – 7 days a week – we will be ready to help women in their darkest hour. To help them find freedom. And independence. The National Helpline provides a listening ear, practical information and emotional support. It is also a gateway to local independent domestic violence support services and refuges across the country. Women's Aid also carries out public awareness campaigns, acts to change laws and systems, and provides specialist training on responding to domestic violence. In 2023, it cost €3.8m to fund all our work.

**Q. Can I choose the date I want to give on a monthly basis?**

A: Yes, Women's Aid offers a choice of two payment dates for your monthly gift - the 3rd or 15<sup>th</sup> of the month. Please note that the dates your payment is taken may vary if the 3rd or 15<sup>th</sup> falls on a weekend or bank holiday, but we will endeavour to keep as close to these dates as possible.

**Q: What are the fundraisers' pay and conditions?**

A: Face-to-Face fundraisers are paid a weekly wage, which can increase with bonuses based on their performance. Their pay does not affect their commitment to Women's Aid.

**Q: How do I identify a genuine Women's Aid fundraiser?**

A: Women's Aid fundraisers wear purple jackets with the Women's Aid logo displayed in white and can provide proof of permission to collect on behalf of Women's Aid. They carry photo ID with Women's Aid's registered charity number.

Please also note that fundraisers are seeking to sign up Direct Debit or recurring card donations only and are not permitted to ask for, or accept, cash donations.

Women's Aid's fundraising team are aware of the areas fundraisers are working in at any given time and will be happy to confirm if the fundraisers you encounter are legitimate.

You can contact us at [info@womensaid.ie](mailto:info@womensaid.ie) or on 01-678 8858.

**Q: Is there a minimum age requirement for donors?**

A: Women's Aid asks that donors be over 18 to support them through their street fundraising.

**Q: What kind of response have you had from the public?**

A: The response from the public has been overwhelmingly positive, with little negative feedback. Women's Aid takes negative feedback seriously and addresses them promptly.

**Q: How do I provide feedback about one of your fundraisers?**

A: To provide feedback, you can contact Women's Aid via email or phone, [info@womensaid.ie](mailto:info@womensaid.ie) or on 01-6788858 and we will work to resolve any concerns you may have.

**Q: Do you accept cash donations?**

A: No, Women's Aid does not accept cash or cheque donations on the street but you can find out more on our website about how to make a donation at [www.womensaid.ie](http://www.womensaid.ie)

**Q: How safe is it to provide personal details for donations?**

A: Women's Aid takes the security of personal details seriously and has measures in place to ensure the confidentiality of your data, including our privacy policy which can be found online. Donations made through direct debit are covered by SEPA Regulation, and our privacy policy explains how data is processed and secured.

**Q: How can I reduce or cancel my subscription if I can't afford it?**

A: To reduce or cancel your donations to Women's Aid, you can contact us at [info@womensaid.ie](mailto:info@womensaid.ie), or your bank/building society at any time, and cancel or reduce your direct debit.

**Q: Can I make a donation online?**

A: Yes, you can donate at [womensaid.ie/donate](http://womensaid.ie/donate) or call us on 01-678 8858

## Find out more

- **Contacts at Women's Aid:**

Cora Moore, [cora.moore@womensaid.ie](mailto:cora.moore@womensaid.ie)

Victoria Cervantes Pansza, [victoria.cervantes@womensaid.ie](mailto:victoria.cervantes@womensaid.ie)

- **Resources:**

- Websites: [www.womensaid.ie](http://www.womensaid.ie) and [www.toointoyou.ie](http://www.toointoyou.ie)

- Social Media:



@womens.aid  
@toointoyou



@womensaid.ie



@womens\_aid  
@toointoyou



@women's-aid

- Women's Aid [Supporter Promise](#) and [Why Your Support Matters](#) pages