

# Responsibilities

## As a Fundraiser I have the responsibility to:

- Respect the values of NOVAS
- Treat information about clients and tenants with confidentiality and sensitivity.
- Be timely with lodgement of funds, information or paperwork to NOVAS and follow the Charities Institute Best Practice Guidelines for Cash Handling.
- Be a positive, proud and respectful public advocate of the work of NOVAS.
- Adhere to national laws and NOVAS policies.
- Be open, honest and express concerns or problems to the correct person if needed.

## NOVAS has the responsibility to:

- Make donating to, or fundraising for NOVAS easy and safe.
- Ensure Donors personal details and information is stored safely and securely and not misused for any unintended purposes.
- Thank, recognise, appreciate and value all Donors and Fundraisers in a timely manner and with sufficient detail.
- Ensure that the Fundraising experience is a rewarding one.
- Provide equipment and materials required for Fundraisers to perform their roles.
- Inform Fundraisers of any legal liabilities.
- Communicate with Fundraisers in their chosen format, e.g. paper, email, text, phone call, etc.
- Provide Fundraisers with relevant policies and procedures.

# DONOR CHARTER

# NOVAS



This Charter outlines the Rights and Responsibilities of NOVAS and its donors as we work together to achieve our mission and goals; to promote social inclusion through Housing, Health, and Recovery. We aim to provide homes to people who are homeless, and to support homeless people to have better health outcomes through interventions in substance use, mental health and disabilities.



# Rights

## As a Donor or Fundraiser I have the right to:

- Know that the money I raise will be used for the intended purposes in line with the mission of NOVAS.
- Speak to a relevant person at fundraising@novas.ie or 061 370 325 for support with any concerns.
- Be safe and secure when fundraising including correct permits, permissions and insurance cover.
- Be provided with the information and equipment needed to perform my role.
- Be given sufficient notice of events, cancellations or delays.
- Be informed of what is expected of me.

- Be valued, thanked and recognised for my contribution.
- Be informed of NOVAS's progress.
- Be communicated with in a timely, concise and appropriate way.
- Say 'no' to a task or event, or leave without any pressure.
- Have special needs supported where practicable.
- Be reimbursed for prearranged expenses incurred.
- Make mistakes and learn from them.
- Be treated fairly and without discrimination.



# Rights

## NOVAS has the right to:

- Expect Fundraisers to protect the good name and reputation of NOVAS.
- Expect that Fundraisers and Donors will treat information about NOVAS and its clients and tenants with sensitivity and confidentiality.
- Ask Fundraisers to leave an event if their involvement is no longer needed or hinders NOVAS in achieving our goals and mission.
- Select only Fundraisers who are suitable for each activity.
- Request that tasks are performed in a certain way.
- Have equipment and resources cared for, maintained and returned in a reasonable way.

