

Kairos Housing: Fundraising Code for Volunteers

1. Core Behaviours

- **Legal, Open, Honest, and Respectful:** Every interaction you have on behalf of Kairos Housing must meet these four standards.
- **No Undue Pressure:** You must never put a person under undue pressure to donate or be unreasonably persistent in your approach.
- **Good Faith:** You must always act in the best interests of the charity and with integrity, ensuring you do not mislead potential donors.

2. Protecting Vulnerable People

- **Indicators of Vulnerability:** Be mindful of potential donors who may be in vulnerable circumstances, such as high levels of stress, anxiety, or difficulty understanding English .
- **The REAL Check:** Use the REAL framework to assess communication: can they **R**etain information, **E**xplain their decision, are they **A**ble to understand, and can they **L**isten to the discussion? .
- **Right to Terminate:** If a person appears vulnerable or unable to make an informed decision, you must end the interaction and not accept a donation.

3. Handling Donations and Data

- **Specific Purposes:** If a donor gives money for a specific project, those funds must be used for that purpose alone.
- **Data Protection:** You must respect the privacy and contact preferences of our donors. Never share donor personal information without explicit consent.
- **No Private Benefit:** You must not receive any private financial benefit or incentive from your fundraising activities.

4. Representing Our Guests

- **Respectful Portrayal:** When speaking about our guests, always use language that is respectful and portrays them with the dignity they deserve.
- **Safety First:** Do not disclose any personal information that might put our guests or children at risk.

5. Concerns and Complaints

- **Report Risks:** If you identify any risks—reputational, financial, or safety-related—report them immediately to a member of staff or trustee of Kairos Housing.
- **Complaints Handling:** If a member of the public raises a concern, you must remain professional, polite, and calm. Listen carefully to understand their issue and provide our office contact details or website address so they can access our formal procedure. You must notify a member of staff or trustee of Kairos Housing immediately with the full details of the interaction so it can be formally recorded and investigated.