

Volunteer Rights and Responsibilities

June 2017

As a volunteer you have a number of rights, but also some responsibilities. It is important to recognise that both volunteers and Volunteer Involving Organisations have roles and responsibilities.

AS A VOLUNTEER YOU HAVE THE RIGHT TO:	AS A VOLUNTEER YOU NEED TO:
<ul style="list-style-type: none"> • Receive accurate information about the organisation • Receive a clearly written comprehensive volunteer position description • Have an understanding of what you can do, and what you can't do, including who you report to 	<ul style="list-style-type: none"> • Undergo a police check, and/or working with vulnerable person check if required for your role • Carry out the duties specified in the position description • Be committed to the role and organisation you're volunteering for
<ul style="list-style-type: none"> • Receive training, when you start in your volunteer role and on an on-going basis, if required 	<ul style="list-style-type: none"> • Attend the training offered to you
<ul style="list-style-type: none"> • Be seen as part of the organisation, and be included in meetings, social functions etc. • Be valued as a person and be supported in your role 	<ul style="list-style-type: none"> • Be reliable and arrive on time • Be trustworthy • Avoid over-extending yourself and committing yourself to too many things
<ul style="list-style-type: none"> • Be provided with safe working conditions • Be covered by insurance 	<ul style="list-style-type: none"> • Follow all work, health and safety directions and report all risks to an appropriate staff member
<ul style="list-style-type: none"> • Have your personal information kept private 	<ul style="list-style-type: none"> • Respect the confidentiality of the organisation and those working in it

AS A VOLUNTEER YOU HAVE THE RIGHT TO:	AS A VOLUNTEER YOU NEED TO:
<ul style="list-style-type: none"> • Be trusted with confidential information if it is necessary to carry out your role • Be consulted on matters that directly and indirectly affect you or your role, and be involved in working out how to address these issues 	<ul style="list-style-type: none"> • Respect the rights of the people you volunteer with • Have a non-judgmental approach • Acknowledge and follow the decisions made by staff, or the organisation
<ul style="list-style-type: none"> • Say no to a request if it makes you feel uncomfortable • Not feel exploited 	<ul style="list-style-type: none"> • Support the organisation you're volunteering with • Give feedback and be open to receiving feedback
<ul style="list-style-type: none"> • Receive feedback on your volunteering and be recognised for your contribution 	<ul style="list-style-type: none"> • Ask for support when you need it
<ul style="list-style-type: none"> • A formal process to lodge a complaint through a grievance and conflict resolution policy or procedure 	<ul style="list-style-type: none"> • Be open to receiving feedback on your performance • Be willing to address any areas of conflict with the appropriate staff member
<ul style="list-style-type: none"> • Be told if you can receive reimbursement for any travel costs you incur whilst volunteering • Be reimbursed for any other 'out-of-pocket' expenses incurred while volunteering 	<ul style="list-style-type: none"> • Be upfront about the potential costs or expenses you may incur to volunteer • Provide evidence, such as receipts, for these expenses