

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteer Rights

As a volunteer you have the right to:

- A healthy and safe environment
- An orientation or induction session
- Information about the organisation you are working for, including policies and procedures
- A volunteer position description or volunteer agreement which outlines the tasks that you will be expected to perform and the agreed working hours
- Be provided with sufficient training and supervision
- Be reimbursed for necessary out of pocket expenses
- Be protected by appropriate insurance
- Have your personal information dealt with in a confidential manner
- Take holidays
- Say 'no' if you are uncomfortable or feel you are being exploited
- Be informed and consulted on matters which affect you and your work.

As a volunteer you should not be:

- Filling a position previously held by a paid worker
- Doing the work of paid staff during an industrial dispute
- Treated in a manner that is discriminatory.

Volunteer Responsibilities

Volunteer organisations should have internal policies or procedures in place, including a statement on how they manage volunteer involvement. They should have clear procedures on how they deal with complaints, grievances or discrimination. There may also be staff behaviours and values that are expected, or a code of conduct in place.

The guiding policies and procedures will most likely be discussed during your induction process. If they are not you should ask your supervisor for copies of the documents. As a volunteer you are expected to act in a manner consistent with these policies and procedures.

All volunteers are expected to:

- Be punctual and reliable
- Respect confidentiality
- Carry out the duties listed in your volunteer position description
- Be accountable
- Give notice if your availability changes or you are leaving the organisation
- Report any injuries or hazards that you notice in the workplace
- Adhere to the organisation's policies and procedures
- Deal with complaints in the appropriate manner
- Undertake training as requested
- Ask for support when needed
- Support other team members.