



VOLUNTEERS RIGHTS AND RESPONSIBILITIES

Volunteers have the right to....

- An adequate orientation to the organisation
- A clearly written job description
- Be assigned to a job that suits their personal preferences, motivation, skills, experience and qualifications
- Be trained to do their job
- A suitable place to work
- A satisfying job
- Know their supervisor or coordinator and know how to contact them
- Be provided with adequate guidance
- Protection, safety and insurance when carrying out their assigned tasks
- Have their personal information held confidentially
- Have their out-of-pocket expenses reimbursed
- Be involved in decisions that affect their areas of responsibility
- Have their complaints and concerns heard
- Be respected by co-workers, club members and staff
- Feedback about their performance
- Be recognised for contributing their time, experience, ideas and skills
- Say 'no'; volunteers should not be coerced into doing tasks against their wishes or that they do not feel qualified to do
- Take time off for a holiday or personal reasons
- Resign from their positions

Volunteers have the responsibility to....

- Ensure they have the time necessary to take on a volunteer position
- Work within the policies and rules of the organisation
- Respect the privacy of staff, clients, members and other volunteers
- Be reliable and dependable
- Complete agreed hours and tasks
- Inform the organisation when they will not be available to volunteer
- Be loyal to the organisation
- Speak up about important issues and concerns
- Attend orientation and training sessions where required
- Follow directions given by supervisors or volunteer coordinators
- Be a team player and support staff and other volunteers
- Be considerate about the views of staff, clients or members and other volunteers
- Identify their limitations and expectations
- Be accountable and to accept constructive criticism