



## WEBSITE CONTENT

### 2. Rights and Responsibilities

Both volunteers and the organisations they work with have rights and responsibilities. Volunteers are engaged to perform a specific job and the organisation agrees to provide the volunteer with a worthwhile and rewarding experience. In return, each has the right to some basic expectations of the other.

Organisations have the right to:

- Receive as much effort and service from a volunteer as a paid worker, even on a short-term basis,
- To select the best volunteer for the job by interviewing and screening all applicants,
- Expect volunteers to adhere to their job descriptions and the organisation's code of practice,
- Expect volunteers to undertake training provided for them and observe safe workplace practices, and
- Expect clear and open communication to and from the volunteer.

Volunteers have the right to:

- Be treated as co-workers including access to:
  - job descriptions,
  - Equal Employment Opportunity,
  - a Work Health and Safety compliant work environment,
  - adherence to anti-discrimination legislation and
  - access to organisational grievance processes,
- Be asked for permission before any job-related reference, police or other checks are conducted,
- Participation in a job or task for no more than 16 hours a week on a regular basis in one role,
- Access to the Code of Conduct for the organisation,
- Appropriate orientation and training for the job,
- Be kept informed of organisational changes and the reasons for such changes,
- Suitable equipment for the job,
- Reimbursement of expenses incurred in the course of volunteering,
- Be heard and make suggestions,
- Access to volunteer accident insurance,
- A statement of service, where appropriate, and
- Acknowledgement of the contributions made by the volunteer staff.



## Statement of Principles

In 2013, the NSW Government released the [Statement of Principles for the Recognition of Volunteers](#), following a state-wide consultation. The statement outlines the principles of best practice in volunteer management. These Principles send a clear signal to current and potential volunteers that their contributions are valued. Encapsulated, these principles are as follows:

- the VIO demonstrates a commitment to best practice in volunteer management,
- volunteers are involved are included in decisions that affect them,
- volunteers are provided with clarity about their roles and expectations of their performance in their roles,
- the volunteers will respect the roles of everyone within the VIO,
- volunteers are provided with appropriate training and professional development for their roles, and
- the VIO provides all volunteers with the opportunity to resolve disputes with respect and dignity.