

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.

The following Volunteer Rights and Responsibilities are in accordance with the National Standards for Involving Volunteers.

## 1. VOLUNTEER RIGHTS

Unlike paid staff, volunteers are not covered by award conditions or work placement arrangements. Volunteers however, do have rights, some of which are encompassed in legislation and some of which are the moral obligations of an organisation involving volunteers.

### Individuals who volunteer for CS#1 have the right to:

- Work in a healthy and safe environment (refer to Workplace Health and Safety Act)
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Be assigned a suitable project, task or job
- Receive adequate information and a clear duty statement of what is expected and the hours to attend
- Have on the job supervision provided by a designated staff member
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work
- Be adequately covered by insurance
- Be given accurate information about CS#1 and be kept informed of organisational changes and the reasons for the changes
- Be reimbursed for out of pocket expenses providing prior approval is obtained
- Be given a copy of CS#1 policies that affect their work as a volunteer
- Be provided with orientation to CS#1 and receive sufficient training to fulfil their volunteer role
- Be provided with a place to work and suitable tools and materials for the job
- Be asked for their permission before any job-related reference, police or other checks are conducted
- Have their confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- Have access to dispute resolution procedures and to be supported through such a process
- Provide feedback, suggestions and recommendations regarding their volunteer role or the wider program

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**Volunteers will not be expected to:**

- Fill a position held by a paid worker
- Do the work of paid staff during industrial disputes

<b>2. VOLUNTEER RESPONSIBILITIES</b>
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CS#1 appreciates the support given by volunteers. We acknowledge that volunteers must be responsible for their actions and ask that our volunteers agree to:

- CS#1 appreciates the support given by volunteers. We acknowledge that volunteers must be responsible for their actions and ask that our volunteers agree to:
- Be reliable and commit, where possible, to regular day/s and time of attendance so tasks can be planned accordingly
- Be punctual and contact CS#1 if they are unable to attend Keep CS#1 informed of changes of address, email, phone number and other relevant contact details
- Adhere to CS#1's policies and procedures
- Appreciate and respect the confidential nature of information that they may acquire during the course of their volunteer duties
- Respect our clients
- Deal with complaints and grievances in accordance with the CS#1 policies
- Carry out the duties listed in the volunteer duty statement
- Notify their supervisor or the Program Manager if their availability changes or they are leaving the organisation
- Undertake appropriate training as requested
- Ask for support
- Support other team members
- Not spend money or order goods on behalf of CS#1 without prior approval
- Inform CS#1 of any pre-existing medical conditions or special needs that we should be aware of that might affect their volunteer's ability to undertake certain tasks
- Work in a safe and healthy way and not jeopardise the health and safety of others and immediately report any injuries or hazards that they notice in the workplace