

Information Sheet

Volunteer Rights & Responsibilities

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights and responsibilities, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers.

Interchange promotes the following as the basic rights and responsibilities of a volunteer.

As a volunteer you have the right:

- to work in a healthy and safe environment;
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- to be adequately covered by insurance;
- to be given accurate and truthful information about the organisation for which you are working;
- to be reimbursed for out of pocket expenses;
- to be given a copy of the organisation's volunteer policy and any other policy that affects your work;
- not to fill a position previously held by a paid worker;
- not to do the work of paid staff during industrial disputes;
- to have a job description and agreed working hours;
- to have access to a grievance procedure;
- to be provided with orientation to the organisation;
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training to do your job.

Responsibilities

All volunteers are expected to:

- Respect confidentiality and privacy
- Be punctual and reliable
- 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
- Undertake training as requested
- Ask for support when needed
- Support other team members
- Deal with complaints in the appropriate manner

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