



## **Rights and Responsibilities of Volunteers and Organisations**

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.

### **Volunteers have the right to:**

- Be treated as co-workers. This includes job descriptions, Equal Employment Opportunity, Occupational Health & Safety, anti-discrimination legislation and organisational grievance processes.
- Be asked for their permission before any job-related reference, police or other checks are conducted.
- A job or task worthwhile to them, for no more than 16 hours a week on a regular basis in one role.
- Know the purpose and “ground rules” of the organisation.
- Appropriate orientation and training for the job.
- Be kept informed of organisational changes and the reasons for the changes.
- A place to work and suitable tools for the job.
- Reimbursement of agreed expenses.
- Be heard and make suggestions.
- Personal accident insurance (in place of workers compensation insurance).
- A verbal reference or statement of service, if appropriate.

### **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. This might include reference and police checks and, where appropriate, a prohibited employment declaration for roles that involve working directly with children.

- Expect volunteers to adhere to their job descriptions/outlines and the organisation's code of practice.
- Expect volunteers to undertake training provided for them and observe safety rules.
- Make the decision regarding the best placement of a volunteer.
- Express opinions about poor volunteer effort in a diplomatic way.
- Expect loyalty to the organisation and only accept constructive criticism.
- Expect clear and open communication from the volunteer.
- Negotiate work assignments.
- Release volunteers under certain circumstances.

## **Duty of Care**

What is Duty of Care?

Duty of Care is a general legal standard (a part of Common Law) that clients have a right to expect that the people providing services possess the necessary skills and knowledge to provide that service. A Duty of Care exists when someone's action could reasonably be expected to affect other people.

Clients have a right to expect that all those who provide care will take reasonable care to avoid harming them, and to protect them from foreseeable risk or injury. All staff and volunteers owe a duty of care to clients and are responsible and independently accountable for their actions at all times.

Volunteer for Knox is committed to ensuring that all staff and volunteers employ safe work practices, that staff and volunteers are aware of their duty of care, and that adequate training is provided.