

# The Principles of Involving Volunteers

All volunteer programs benefit from a written design outlining how the program will run, what it will deliver and expectations of both the organisation and volunteers.

As a first step, make sure you can articulate the value volunteers will bring and their status within the organisation.

## What is volunteering?

First, consider what we mean by volunteering.

**Definition:** *Volunteering is time willingly given for the common good and without financial gain.*

'The term 'volunteering' covers a wide diversity of activities in Australian society. It includes formal volunteering that takes place within organisations (including institutions and agencies) in a structured way and informal volunteering, acts that take place outside the context of a formal organisation.

While the vast majority of volunteering is undertaken by individuals, entities also donate employee time and this is included within this definition of volunteering.

Consideration of the term volunteering needs to also note best practice guidelines. Volunteering should not be exploitative, or be used to replace paid employment. While volunteering provides substantial benefits to society, importantly it also provides significant benefits to the volunteers themselves. The personal benefits of volunteering need to be recognised and fostered.

Further information regarding best practice and the appropriate involvement of volunteers in organisations and more widely is available on the VA website.

## Volunteer Rights

Volunteering practice is not regulated by law like paid employment. But the standards below are accepted as best practice in Australia. According to these standards, a volunteer has the right to:

- information about the organisation you are volunteering with
- a clearly written job description
- know to whom you are accountable and to whom you should report
- be recognised for your contribution and as a valuable member of the team you are part of
- be supported and supervised in your role
- a safe and healthy workplace and be covered by insurance
- say 'no' if you are being exploited
- a policy around reimbursement for any out of pocket expenses you incur
- be advised of all relevant organisational policies that affect you in your role as a volunteer
- be informed and consulted on all matters affecting your work
- be made aware of the organisation's grievance procedure
- access to orientation and training a safe and healthy workplace and be covered by insurance

### Principles of volunteering

- Volunteering benefits the community and the volunteer
- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteers should not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

## “We’ll just get volunteers to do it”

Given the definition of volunteering, what is your rationale for involving volunteers in your work?

If you are clear about why you want to engage volunteers, it will be much easier to design your volunteer program with the processes and shared expectations that will make it work.

### Ask yourself:

- Are volunteers sought solely in order to save money on salary?
- Have paid workers within the organisation ever carried out the work?
- Do paid workers in other organisations carry out the work?
- Is the work covered by an industrial award or agreement?
- Is the suggested role or task unpopular with paid staff?
- Would the placement of volunteers in this role add value to the organisation?
- Would a volunteer offer a different relationship to the organisation’s customers than a person who is paid?
- Does the suggested volunteer role have intrinsic value and can it offer something to a volunteer?

**Your answers to these questions will most likely highlight the kinds of things that only volunteers can do for your cause. These can include:**

- personal attention in one-to-one relationships with clients
- the ‘humanisation’ of your organisation’s services
- an opportunity to tap into different generations, cultures or life experiences
- volunteers are not seen as having the same vested interests as paid staff
- closer contacts with the community in which your organisation provides its services
- new ideas, perspectives and input into the way the organisation and its services are run
- specialised skills and knowledge
- flexibility in the provision of services
- adding quality to the services you provide.

## Volunteers with responsibilities

As with volunteer rights, the following is Australian best practice. A volunteer’s responsibilities include:

- being reliable
- respecting privacy and confidentiality
- carrying out your volunteering job as specified in the job description
- being accountable for your own actions
- being committed to the project or organisation you are working for
- undertaking orientation and training as requested
- asking for support or assistance when you need it
- giving notice before you leave
- valuing and supporting other members of the team
- Carrying out the work you’ve agreed to do responsibly and ethically.

*Volunteering Victoria is the state peak body for volunteering. We provide support to volunteers and not for profit organisations, and represent the interests of volunteering in Victoria.*

**Ph:** 03 8327 8500

**Email:** [info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au)  
2/491 King Street, West Melbourne VIC 3003  
[www.volunteeringvictoria.org.au](http://www.volunteeringvictoria.org.au)

ABN 79 378 017 212

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### More information

[www.volunteeringaustralia.org/wp-content/uploads/Definition-of-Volunteering-27-July-2015.pdf](http://www.volunteeringaustralia.org/wp-content/uploads/Definition-of-Volunteering-27-July-2015.pdf)