

# Volunteer Network

C/- Burwood Council

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## Rights and Responsibilities of Organisations

### The organisation has the right to:

- Receive as much effort and service from a volunteer as from a paid worker
- Expect acceptance of responsibilities such as promptness, reliability and good performance.
- Expect enthusiasm and belief in the work that the organisation is doing.
- Express an opinion in a diplomatic way about poor performance and to appropriate suggestions in regard to remedying this.
- Make a decision as to where a volunteer would best fit.
- Expect clear and open communication from a volunteer at all times.
- Expect loyalty to the organisation and only constructive criticism.
- Release an undesirable volunteer.

### The organisation has a responsibility to:

- To plan a thorough and appropriate volunteer program before engaging the services of volunteers
- Recruit, interview and select the right volunteer for the job.
- Provide appropriate job descriptions, policies and procedures.
- Provide orientation for volunteers that include information about the organisation, its purpose, structure, programs, policies and procedures.
- Provide initial and ongoing training.
- Include volunteers in decision making when it involves volunteer jobs, programs etc.
- Keep records of volunteer's hours, training, feedback etc.
- Communicate clear expectations and provide appropriate support and supervision.
- Formally and informally give individual and group recognition for volunteer work, effort and achievement for or within the organisation.
- Evaluate the efficiency and effectiveness of volunteers and volunteer programs in the organisation.

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## Rights and Responsibilities of Volunteers

### Volunteers have the right to:

- A job description that clearly states the aim of the job and the duties to be undertaken.
- To a suitable assignment that takes into consideration personal preference, temperament, abilities, education and employment.
- To be treated as a team member.
- To know as much about the organisation as possible including its policies, its people and its programs.
- Continuing on the job education and training.
- Thoughtfully planned and presented training.
- Support, guidance and direction from someone who has the experience and time to invest.
- A place of work, which is an orderly, designated place, conducive to work and worthy of the job to be done.
- Promotion and variety of experience through advancement to greater responsibility or by transfer from one activity to another.
- As a team member, to be heard, to have a part in planning, to make suggestions and to be shown respect for an honest opinion.

### Volunteer responsibilities include:

- To examine their motives and be sure that the work they have undertaken to be what they want.
- Understanding the purpose and philosophy of the organisation before committing to it.
- Understanding the rules and guidelines of the organisation.
- Being loyal to the organisation.
- Undertaking training for the job and taking part in further training when offered and appropriate.
- Accepting support and supervision positively.
- Participating in planning and feedback about the job.
- Working as a team member.
- Adhering to requirements regarding confidentiality.